



DEPARTMENT OF NURSING EDUCATION AND HEALTH STUDIES

COURSE OUTLINE – FALL 2011

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. List the responsibilities of the unit clerk in maintaining confidentiality.
6. Discuss the Unit Clerk role in a variety of emergency situations.
7. Demonstrate a working understanding of Standard Precautions.
8. 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 20, 2011 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 8 | Orientation to the course | |
| Week 2 Sept 13, 16 | The Health Office Professional | Chapter 1 |
| | Health and the Individual | Chapter 2 |
| Week 3 Sept 20, 22 | Culture and Health | Chapter 3 |
| Week 4 Sept 27, 29 | The Canadian Health-Care System | Chapter 4 |
| Week 5 Oct 4, 6 | Standards and Safety in Health Care | Chapter 5 |
| Week 6 Oct 11, 13 | Diagnostic Tests | Chapter 6 |
| Week 7 Oct 18, 20 | Review and Midterm | Thursday - Midterm |
| Week 8 Oct 25, 27 | Pharmacology | Chapter 7 |
| Week 9 Nov 1, 3 | Communicating for Health | Chapter 8 |
| Week 10 Nov 8, 10 | Scheduling Appointments | Chapter 9 |
| Week 11 Nov 15, 17 | Health Care Plans | Chapter 10 |
| Week 12 Nov 22, 24 | Stress Management Time Management | |
| Week 13 Nov 29-Dec 1 | Assertiveness Conflict Resolution | |
| Week 14 Dec 6, 8 | Health Information Management | Chapter 13 |

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