



## DEPARTMENT OF NURSING EDUCATION AND HEALTH STUDIES

### COURSE OUTLINE – FALL 2012

#### 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:**

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

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%)

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

### **EXAMINATIONS:**

The Mid Term exam will be scheduled for October 18, 2012 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 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
<b>Week 1</b> Sept 6	Orientation to the course	
<b>Week 2</b> Sept 11, 13	The Health Office Professional	Chapter 1
	Health and the Individual	Chapter 2
<b>Week 3</b> Sept 18, 20	Culture and Health	Chapter 3
<b>Week 4</b> Sept 25, 27	The Canadian Health-Care System	Chapter 4
<b>Week 5</b> Oct 2, 4	Standards and Safety in Health Care	Chapter 5
<b>Week 6</b> Oct 9, 11	Diagnostic Tests	Chapter 6
<b>Week 7</b> Oct 16, 18	Review and Midterm	Thursday - Midterm
<b>Week 8</b> Oct 23, 25	Pharmacology	Chapter 7
<b>Week 9</b> Oct 30, Nov 1	Communicating for Health	Chapter 8
<b>Week 10</b> Nov 6, 8	Scheduling Appointments	Chapter 9
<b>Week 11</b> Nov 13, 15	<b>NO Class November 13</b> Health Care Plans	Chapter 10
<b>Week 12</b> Nov 20, 22	Stress Management Time Management	
<b>Week 13</b> Nov 27, 29	Generational Differences in the Workplace FOIP	
<b>Week 14</b> Dec 4, 6	Health Information Management	Chapter 13

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