



**DEPARTMENT OF NURSING EDUCATION
AND HEALTH STUDIES**

COURSE OUTLINE

WINTER 2012

UC 1202 WORK ROLE INTRODUCTON

3(3-0-0) 45 HOURS

Instructor: Jim Wohlgemuth Phone: 780-539-2709
Office: H132 email: jwohlgemuth@gprc.ab.ca

**Office
hours: By 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:

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:

Written Assignments ---- (assigned throughout the course) ----- 40%
Mid Term Exam ----- March 6th, 2012 ----- 30%
Final Exam ----- Exam week at semester end ----- 30%

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. Extensions will be granted at the discretion of the instructor and must be requested a minimum of 24 hours prior to the due date/time. Unauthorized late assignments are subject to 10%-per-day deducted from 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, and all other coursework. Failure to notify the instructor of an absence for a scheduled in-class test or quiz prior to administration will result in a grade of zero. When appropriate notification is provided for a student to miss a scheduled test or quiz, the student will usually write the missed exam/quiz in the testing center in A205 at an appointed time.

Note: in order to pass UC 1202:

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

STATEMENT ON PLAGIARISM AND CHEATING:

Please refer to pages 50 - 51 of the College calendar regarding plagiarism, cheating and the resulting penalties. <http://www.gprc.ab.ca/programs/calendar/admissions-guide-2011-2012/index.html>

COURSE SCHEDULE/TENTATIVE TIMELINE:

Week/date	Topic	Resources; please read before class
Week 1/Jan. 10	Orientation & Course introduction	
Week 2/Jan. 17	The health office professional	Chapter 1
Week 3/Jan. 24	Health and the individual	Chapter 2
Week 4/Jan. 31	Culture and health	Chapter 3
Week 5/Feb. 7	The Canadian health care system	Chapter 4
Week 6/Feb. 14	Standards and safety in health care Diagnostic tests (introduction)	Chapter 5 Chapter 6
Week 7/Feb. 21	Reading Week	
Week 8/Feb. 28	Diagnostic tests (conclusion) Pharmacology	Chapter 6 Chapter 7
Week 9/Mar. 6	Mid-term exam (<i>material up to this point</i>)	
Week 10/Mar. 13	Communicating for health	Chapter 8
Week 11/Mar. 20	Scheduling appointments	Chapter 9
Week 12/Mar. 27	Health care plans	Chapter 10
Week 13/Apr. 3	Stress management/Time management Assertiveness/Conflict resolution	
Week 14/ Apr. 10	Movie (Sicko)	
Week 15/Apr. 17	Health Information Management	Chapter 13
Week 16/Apr. 24	Review & prep for final exam (<i>material from Chapter 8 onwards</i>)	

- ⊖ This schedule is a guide only, and adjustment to student needs and accommodation for guest presenters may be necessary.