



Grande Prairie Regional College

Unit Clerk Certificate Program Department: Nursing Education and Health Studies

COURSE OUTLINE – WINTER 2009

UC 1202 – Work Role: Introduction

T TH 1430-1550

H211

Instructor	Shonda Holt	Phone 539-2438
Office	H202	E-mail sholt@gprc.ab.ca
Office Hours	T TH 1030-1130 Or by appointment	

Course Description

UC 1202 Work Role: Introduction (3-0-0) 45 hours

This course is designed to introduce the student to a basic understanding of the Unit Clerk role in a variety of settings. Topics include: health care organizations, legal/ethical issues, confidentiality, conflict resolution, communication devices and techniques, nonviolent crises intervention, emergencies, security, self-examination, teamwork, and time and stress management.

Course 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. Understand different communication devices.

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

Required Resources

LaFleur Brooks, M., & Gillingham, E. A. (2009). *Health unit coordinating* (6th ed.). Missouri: Saunders.

Assignments and Tests

Class Participation 10%
You will have the opportunity to participate in classroom activities.

Written Assignments 30%
You will be provided with written assignments throughout the course.

Test #1: February 12th, 2009 30%
A test that will consist of multiple choice, fill in the blank, and short answer questions.

Test #2: Exam Week (April 16-27) 30%
A test that will consist of multiple choice, fill in the blank, and short answer questions that will cover all material covered throughout the course.

Course Schedule/Tentative Timeline:

WEEK	TOPIC	Resources
Week 1	Orientation to the course – a successful student	
Week 2	Stress management	
Week 3	Colors Workshop	
Week 4	Time Management	
Week 5	Teamwork/conflict resolution	
Week 6	Dealing with the out of control client	
Week 7	READING BREAK	
Week 8	Health Care Today	Chapter 1&2
Week 9	The Nursing Department	Chapter 3
Week 10	Standard Precautions	Chapter 3
Week 11	Communication Devices and Their uses	Chapter 4
Week 12	Communication and Interpersonal Skills	Chapter 5
Week 13	Workplace behavior/Human Relations	Chapter 6
Week 14	Management Techniques and Problem Solving Skills	Chapter 7
Week 15	Review for final EXAM	

This schedule is a guideline and may be adjusted according to student needs

Delivery Modes

The material will be presented in a lecture style with activities assigned from the Skills Practice Manual. Please communicate with the instructor any misunderstandings or uncertainties about the material covered in class.

Regular classroom attendance is required. Please do not be late. **You are expected to read the assigned chapters before class.**

Grading Conversion Chart

Alpha Grade	Designation
A+	Excellent
A	Excellent
A-	First Class Standing
B+	First Class Standing
B	Good
B-	Good
C+	Satisfactory
C	Satisfactory
C-	Satisfactory
D+	Minimal Pass
D	Minimal Pass
F	Fail

Plagiarism

The penalty for plagiarism is severe. It may result in expulsion of the program and the institution or may result in a failing grade.

Please refer to the GPRC website on plagiarism:

www.gprc.ab.ca/pdf/policies/academic/studentmisconduct-plagiarismandcheating.pdf