



Grande Prairie Regional College

Unit Clerk Certificate Program

Department of Nursing Education & Health Studies

UC 1213

Work Experience

Course Outline

Winter 2010 and Spring 2010

**Course Developed by:
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**Revised by:
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January 2010**

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Course Description:**UC 1213 Work Experience (0-4-30c) in 4 weeks**

The Work Experience placement provides the student with an opportunity to consolidate previous learning into the Unit Clerk work environment. Orientation to information systems will occur prior to the start of the Work Experience course. Students will work full shifts with an experienced Unit Clerk who acts as a Field Guide, while following the assigned Unit Clerk Field Guide's rotation.

Prerequisites

OA 1030, OA 1210, OA1231, OA 1365, OA 2511, UC 1202, UC1206, and UC 1208

COURSE HOURS: SEMINAR: 16 WORK EXPERIENCE: 120**Work Experience:** Students will be provided with a Work Experience rotation schedule.**Seminars:****Winter Semester: January 5 – February 8, 2010 Fridays 0830-1120 Room: B304****Spring Semester: May 3 – June 4, 2010 Fridays 0830-1120 Room: A212**

Course Objectives

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

PROFESSIONAL RESPONSIBILITY and ETHICAL PRACTICE

1. Apply legal and ethical standards in Unit Clerk situations by consistently demonstrating:
 - a. Respect for values, beliefs and rights of others
 - b. Honesty
 - c. Integrity

2. Demonstrate :
 - a. Appropriate communication
 - b. Responsibility and accountability by
 - i. Preparing for Work Experience Practicum according to policies and procedures of host agencies and educational unit
 - c. confidentiality
 - d. self-awareness
 - e. self –appraisal

3. Demonstrate attitudes and skills for learning by:
 - a. Identifying strengths and limitations of self
 - b. Being receptive to feedback
 - c. Identifying strategies to address limitations of self
 - d. Seeking assistance appropriately
 - e. Completing self-evaluation
 - f. Showing initiative re: change

KNOWLEDGE BASED PRACTICE

4. Demonstrate awareness of quality assurance and risk management processes to enhance Unit Clerk practice related to:
 - a. Workplace Hazardous Materials Information Sheet (WHMIS)
 - b. Fire and Safety
 - c. Universal Precautions
 - d. Personal safety
 - e. Emergency procedures

5. Demonstrate a working understanding of
 - a. Communication techniques
 - b. Time management
 - c. Stress management

- d. Organizing and prioritizing workload
 - e. Problem solving skills
6. Demonstrate a working understanding of:
 - a. Organizing and coordinating appointments in the acute and community setting
 - b. Transcribing medical and surgical orders
 - c. Medical charts and forms used in the work setting
 - d. Coordinating admissions, discharges and transferring of patients
 - e. Various drug nomenclature and pharmacy procedures
 - f. Various laboratory departments, and the requisitions for laboratory orders
 - g. Various Diagnostic departments, requisitions and preparation for diagnostic procedures
 7. Demonstrate a working understanding of supply and inventory control.

PROVISION OF SERVICE TO THE PUBLIC

8. With assistance, develop cooperative relationships with health care personnel, clients, community members and community agencies.
9. Demonstrate caring behaviors in professional situations by:
 - a. Recognizing the uniqueness, worth and dignity of self and others
 - b. Demonstrating respect and sensitivity to self and others
 - c. Establishing, maintaining and terminating work relationships in a supportive manner

Required Resources

Lafleur-Brooks, M., & Gillingham, E. A. (2004). *Health unit coordinating* (5th Ed.). Missouri: Saunders

Chabner, D. E. (2005). *Medical terminology: A short course* (4th Ed.). Elsevier: Missouri

Medical/Allied Health dictionary of your choice.

Current (Nursing) drug guide.

Course Dates:**Winter Semester:**

Course Schedule: January 5 – February 8, 2010

Students are expected to be available for work experience shifts Monday - Friday

Seminar Classroom location: B304

**Spring Semester:**

Course Schedule: May 3 – June 4, 2010

Students are expected to be available for work experience shifts Monday - Friday

Seminar Classroom location: A212

Important Policies!!!

Grande Prairie Regional College Unit Clerk Program Policies and Dates:

Please refer to the 2009/2010 Grande Prairie Regional College Calendar for specific program policies and dates.



Assignment Policy:

All assignments are expected to be passed in at the time and place they are due. Extensions on assignments may be granted and must be negotiated with the instructor **prior** to the due date and with a date specified for late submissions.

Assignments will only be accepted through the blackboard digital drop box, e-mail, and through the nursing office-timed and dated by Nursing Office personnel. Assignments placed in or under an instructor's office door WILL NOT be accepted.

A penalty of one letter grade per day will be deducted from the final mark of a late assignment. For example, a paper graded at a C would receive an adjusted grade of C- if handed in one day late. Late assignments are due by 1600 hours.

Plagiarism and Cheating:

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 2009/2010 Grande Prairie Regional College Calendar for details regarding plagiarism and cheating.

Grading System:

A grade will be assigned for each assignment using the marking criteria and then based on the grade descriptors (excellent, good, satisfactory, poor). Rationale will be given as to the assigned grade. Grading descriptors will be provided for each assignment.

Effective July 1, 2003 Grande Prairie Regional College uses the alpha grading system and the following approved letter codes for all programs and courses offered by the College.

<i>Alpha 4-point equivalence</i>		<i>Descriptor</i>
A+	4.0	Excellent
A	4.0	
A-	3.7	First Class Standing
B+	3.3	
B	3.0	Good
B-	2.7	
C+	2.3	Satisfactory
C	2.0	
C-	1.7	

These are considered passing grades in Unit Clerk courses

D+	1.3	Poor
D	1.0	Minimal Pass
F	0.0	Failure

These are NOT considered passing grades in Unit Clerk courses.

UC 1213 COURSE EVALUATION

In order to pass UC 1213, students must demonstrate safe, ethical practice in the Work Experience placement setting, demonstrate professional behavior, and complete the following evaluations and assignments:

Failure to complete and submit an assignment will result in receiving a mark of zero for that assignment.

ITEM	VALUE
1. Field Notes for Week One Due Date: Friday of Week One	10%
2. Field Notes for Week Two Due Date: Friday of Week Two	10%
3. Field Notes for Week Three Due Date: Friday of Week Three	10%
4. Field Notes for Week Four Due Date: Friday of Week Four	10%
5. Mid-Term Evaluation Due Date: Friday of Week Two	30%
6. Final Evaluation Due Date: Friday of Week Four	30%

Grades for each assignment are translated into the 4-point equivalent, and then multiplied by the percentage of total mark for each assignment. The value of the percentages are added up to make a total. That total is then converted back into the grade scale to receive your final grade. If you have any questions or concerns, please see your course instructor.

The student **MUST** receive a pass in every component of the final Work Experience evaluation. An “F” in **ANY** of the course objectives will result in a failing grade.

Field Notes (40%)

Field notes are a valuable method of noting how a student interacts with their assigned Unit Clerk Field Guide and other Health Care Professionals within their placement. Field notes enable course instructors to understand the day-to-day experiences of the Unit Clerk student. Writing field notes is a crucial component to being a successful Unit Clerk student because they contain the student's feelings, interactions, conversations, activities, conflicts and observations.

Field notes must be submitted each week to the course tutor. Students will write field notes each week to a maximum of 1-2 pages (not including the title page). Field Notes assignments should be dated, typed, double-spaced and should include a title page.

Your field notes should address the following:

- The shifts you were scheduled for and who you worked with on each shift.
- Describe details such as the amount of time was spent in each activity, where the activity was completed and what specifically was done, are to be included.
- Describe the tasks that you performed during the week.
- Describe the tasks that you believe went very well.
- Provide examples of positive, professional behavior.
- Provide examples of interactions or conversations that went well.
- Provide an example of an interaction that you wish you had done better and what you would do differently if a similar situation were to occur again.
- Discuss your relationship with your Unit Clerk Field Guide.

Method of Writing Field Notes:

- Keep a notebook and pen with you at all times. Jot down noteworthy communications or interactions and quotes when possible.
- Document what you witness and include conversations, activities, or conflicts.
- Use key words that jog your memory. Refer back to your key words to develop thorough notes after you have left the Work Experience placement for the day.
- Complete your field notes immediately after leaving the Work Experience placement. Write details of the experiences when they are fresh in your mind.
- Type up a detailed version of your notes. Fill in the gaps of your field notes by reading the key words and fully explaining the conversations you had, the activities you did or the situations you observed.

Mid-Term Evaluation (30%)

Students will be required to submit a mid-term self-evaluation at the end of week two. A formative mid-term self-evaluation at midpoint in the course will be completed and submitted to the course tutor.

For each student, the course tutor will consider input from the individual student and the Unit Clerk Field Guide in order to arrive at the mid-term grade. By mid-term, the student must consistently demonstrate appropriate behaviors in order to be able to proceed in the course.

Attendance during this UC 1213 Work Experience course is expected; absence will jeopardize successful completion of the course.

The assignment of the Mid-term grade will be made by the course instructor.

An instructor, in consultation with the Chair, may immediately deny assignment of a student to, may withdraw a student from, or vary the terms or conditions or a site of a Work Experience placement, if the instructor has reasonable grounds to believe that this is necessary in order to protect public interest.

Final Evaluation (30%)

Students will be required to submit a final self-evaluation at the end of week four. A summative final self-evaluation at the end of the course will be completed and submitted to the course tutor.

For each student, the course tutor will consider input from the individual student and the Unit Clerk Field Guide in order to arrive at the final grade. By the end of the course, the student must consistently demonstrate appropriate behaviors in order to pass the course.

Attendance during this UC 1213 Work Experience course is expected; absence will jeopardize successful completion of the course.

The assignment of final grade will be made by the course instructor.

An instructor, in consultation with the Chair, may immediately deny assignment of a student to, may withdraw a student from, or vary the terms or conditions or a site of a Work Experience placement, if the instructor has reasonable grounds to believe that this is necessary in order to protect public interest.

General Information

- Wear appropriate clothing and be professionally dressed. Students are expected to abide by the dress code of the particular agency where their Work Experience is taking place. Please wear sensible closed toe shoes.
- **Please note that you are expected to be punctual and arrive on time for all scheduled shifts!** Scheduled Unit Clerk Field Guides will not wait for late students and you may miss a valuable experience.
- Most hospitals and clinical units are scent free so please avoid all perfumes, scented lotions and so on.
- Please feel free to bring some snacks for your coffee break and a lunch. A fridge and microwave are usually available for your convenience.
- For student absences: Call the Unit where you are scheduled to work directly and leave a message for your Unit Clerk Field Guide. As well, you must call your course instructor and notify her of your absence.
- All students must wear a Grande Prairie Regional College picture ID and the name tag of the agency you are placed at.
- Bring a black pen, red pen, pencil and note paper with you.

Absenteeism:

A student who is absent more than **one** Work Experience day in the UC 1213 Work Experience course may need to make up lost time at the tutor's discretion before being allowed to continue in the program. **Absences from the work experience placement site may result in the instructor's being unable to evaluate the student's Work Experience performance, resulting in a grade of F.**

If you are going to be absent for a scheduled shift, it is expected that you call the Unit where you are scheduled to work directly and leave a message for your Unit Clerk Field Guide. As well, you must call your course instructor and notify her of your absence.

