Course Information Form (CIF)

Course Code: HCS 136

Course Title: Basic Topics in Healthcare

Department: Allied Health
PCS Code: 1.2 - Occupational/Technical Instruction
CIP Code: 51.9997
Repeatability: 0

Effective Date: Summer 2026

Credit Hours

Catalog Notation: 4-0-4
Credit Hour Distribution:

Lecture: 4	Lab: 0	Clinical: 0	**Total: 4**

General Course Information

Catalog Description

Provide information that is essential to the success of future healthcare providers. Understand the importance of professionalism and the need to perform in a professional, ethical, legal and competent manner.

General Course Objectives

To provide the student with information on the skills to be an effective member of a healthcare system.

Minimum Placement Levels

English	Reading	Math
Placement out of ENG 099	Placement out of CCS 098	Placement into MAT 060

Prerequisites

None

Methods of Evaluation

5-8 pre-tests, 5-8 objective exams, 5-8 What If scenarios, 5-8 chapter objective assignments, 6-10 group projects, and 2-4 teamwork exercises.

Instructional Materials and Additional Supplies

Professionalism in Heath Care: A Primer for Career Success, Makely, S. current edition. Pearson.

Course Content

General Learning Outcomes (GLOs)

- Communication: Students will demonstrate the ability to read, write, listen, and speak effectively.
- Global Awareness and Cultural Reasoning: Students will demonstrate their understanding of global issues, gender and sexual orientation, and multicultural perspectives.

Course Segments and Student Learning Outcomes

Course Segment	Learning Outcomes	Lecture Hours	Lab Hours	Clinical Hours
Health Professional's Role in the Healthcare Industry	1. Identify benefits of working in the healthcare industry. 2. Explain the difference between soft skills and hard skills. 3. List reasons why healthcare workers must be aware of current trends and issues in the healthcare industry. 4. List reasons why health care is expensive and the costs continue to rise. 5. Identify two ways that the Baby Boomer population will impact the healthcare industry. 6. Describe controversial issues associated with healthcare reform. 7. List two quality improvement goals. 8. Explain the connection between sentinel events and patient safety. 9. Identify trends in the supply and demand of healthcare workers. 10. List two advantages of electronic health records (EHR). 11. Give examples of social media sites.	7.5	0	0
Work Ethic and Performance	1. Describe why healthcare workers need to have a systems perspective. 2. Recall one example of how failing to use common sense with social media can lead to a HIPAA violation. 3. Describe why it is important to be present in the moment at work. 4. List things that critical thinkers do to make good decisions. 5. List factors that demonstrate a strong work ethic. 6. Describe the attitudinal differences between optimists and pessimists. 7. Describe why healthcare workers must function within the legal scope of practice for the state in which they are employed. 8. Describe why it is important for healthcare workers to comply with federal, state, and local health laws and regulations as they relate to healthcare settings. 9. Describe how HIPAA protects the confidentiality of medical information. 10. List ways to represent your employer. 11. List ways to prepare for a performance evaluation. 12. Define objective and subjective evaluation criteria.	7.5	0	0

Course Segment	Learning Outcomes	Lecture Hours	Lab Hours	Clinical Hours
Personal Traits of the Healthcare Worker	1. List four examples of lack of character in the workplace. 2. Explain how own character traits and personal values affect behavior and attitude. 3. Give three examples of dishonest behaviors. 4. List important questions to ask oneself when making difficult ethical decisions. 5. Explain the importance of protecting own professional reputation on social media sites. 6. Identify examples of fraud in health care. 7. Name and define examples of criminal law terms. 8. Name and define examples of civil law terms. 9. Explain why it is important to comply with the code of ethics for chosen profession. 10. Describe personal ethics and professional ethics. 11. Explain the connection between negligence and malpractice. 12. Describe why some types of healthcare workers need personal liability insurance. 13. Explain why it is important to follow protocol if a reportable incident is suspected. 14. List examples of complex ethical, moral, and legal dilemmas in health care. 15. Describe how character affects the reputation of a professional.	7.5	0	0
Relationships, Teamwork, and Communication Skills	1. Explain the concept of interdependence among healthcare workers. 2. List three ways to strengthen relationships at work. 3. List two ways to demonstrate loyalty to coworkers. 4. Explain the role of courtesy, etiquette, and manners in the workplace. 5. List three examples of netiquette when using digital communication. 6. Give examples of two types of healthcare teams. 7. Describe how group norms can help facilitate meetings. 8. Explain why consensus is important but difficult to achieve. 9. List the four essential elements for communication to take place. 10. Describe how illiteracy impacts patient care. 11. Explain factors that may influence communication between people. 12. Explain why labeling is a barrier to communication. 13. Describe the role that body language plays in communication. 14. Explain why conflict resolution is important in the workplace. 15. Name the four styles of communication. 16. Describe each of the four styles of communication, including the likely outcome of each style. 17. Identify the importance of assertive communication. 18. List types of communication technologies. 19. List problems that may occur when communicating electronically. 20. Explain why it is important for healthcare professionals to develop their public speaking skills.	7.5	0	0

Course Segment	Learning Outcomes	Lecture Hours	Lab Hours	Clinical Hours
Cultural Competence and Patient Care	1. Give examples of diversity in addition to age and gender. 2. Explain how bias can result in healthcare disparities for members of minority cultural groups. 3. Provide things to do when cultural tension arises. 4. Explain why healthcare workers need to be culturally competent. 5. Describe the difference between stereotypes and generalizations. 6. Explain what is meant by the cultural competence continuum. 7. Describe ways that online patient portals can improve health care. 8. Explain how a person's personality type can affect their work. 9. Give an example of how generational differences can cause problems at work. 10. List four types of healthcare customers. 11. Describe the purpose of the American Hospital Association's brochure, Patient Care Partnership: Understanding Expectations, Rights and Responsibilities. 12. Explain the purpose of the HCAHPS survey. 13. List ways to provide good customer service for hospitalized patients and their visitors.	7.5	0	0
Professionalism and Your Personal Life	1. Explain how personal skills affect success as a health care worker. 2. Describe how personal image affects patient care. 3. List five appearance and grooming factors that result in a professional image. 4. Explain how stereotypes impact first impressions. 5. List examples of annoying and troublesome personal habits. 6. Describe how grammar and vocabulary impact a professional image. 7. Explain the importance of maintaining professionalism after hours. 8. List three health and safety concerns with social media. 9. Describe the importance of self-care for healthcare workers. 10. Identify examples of how employers are encouraging employees to become healthier. 11. Describe time management techniques. 12. Describe financial management techniques. 13. Describe stress management techniques. 14. Explain why the ability to manage change is so important in health care today.	7.5	0	0
The Practicum Experience	1. Identify the purpose of a practicum. 2. List benefits of a practicum experience. 3. Identify requirements to gain clearance for a practicum. 4. Describe ways to prepare for a practicum. 5. Explain the connection between performance on practicum and securing an employment reference at graduation. 6. Explain the value of keeping a journal during a practicum. 7. Give examples of protocol involving cell phones and social media during practicum. 8. Explain the importance of maintaining patient confidentiality during practicum. 9. List safety factors to keep in mind when working in a healthcare facility. 10. Identify three of the criteria considered when evaluating performance and assigning a grade for the practicum.	7.5	0	0

Course Segment	Learning Outcomes	Lecture Hours	Lab Hours	Clinical Hours
Employment and Professional Development	1. List four questions to answer when identifying own occupational preferences. 2. Explain the value of researching labor trends and projections. 3. Identify three places on the internet to find job openings. 4. Describe four characteristics of a professional resume. 5. Name five things that should be done when filling out a job application form. 6. Explain why employers use pre-employment assessments. 7. Describe ways to present a professional image during a job interview. 8. Explain the importance of having a professional presence online. 9. List reasons why healthcare workers must engage in professional development. 10. Describe four characteristics of effective leaders. 11. Identify ways to develop leadership skills. 12. Describe the benefits of participating in a health care professional association. 13. Explain the importance of having a career advancement plan.	7.5	0	0

Total Contact Hours

Lecture Hours	Lab Hours	Clinical Hours
60	0	0