

Los Angeles Mission College

Fall 2019

Health Occupations 65:

FUNDAMENTALS FOR THE HEALTH CARE PROFESSIONAL 065 (2.5)

Lecture: Tuesday
1:00pm – 4:00 pm
Section: #28716; August 26, 2019 to December 15, 2019
Location: Vaughn Next Century Learning Center (VISA)
Office hours: Tuesday from 4:00 pm to 4:10 pm or by appointment
Instructor: Magaly Rojas-Gonzalez, MSHCA
Contact Information:
Email rojasgm@lamission.edu
Phone 818.833.3421
CANVAS <https://ilearn.laccd.edu/login/canvas>

Course Description:

This course explores career options in the health care industry, healthy behavior for health care workers, work ethics, professional resumes and interviewing skills and personality traits of a health care professional. There will be an externship during which area employers will introduce students to direct and indirect patient care opportunities.

Advisories: English Fundamentals 021 and Arithmetic (Math 105)

Student Learning Outcomes:

- Student will defend ethical principles used by healthcare provider in direct and indirect patient care settings.
- Student will compare the differences between six healthcare settings.
- Student will justify HIPAA and confidentiality guidelines when relating to patient information.
- Student will interpret nonverbal and verbal communication actions when presenting to patient in healthcare setting.
- Student will compose a professional resume.

Required Textbook:

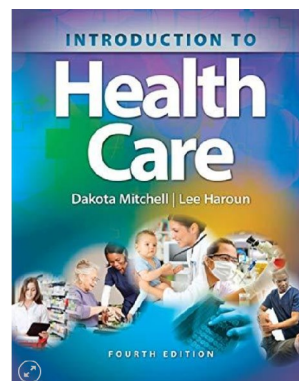
Introduction to Health Care

Author: Dakota Mitchell, Lee Haroun

Fourth Edition, 2015

Cengage

ISBN: 978-1-3055-7477-9



Course Objectives:

At the conclusion of this course the student will be able to:

1. The Health Care Industry and the Professional Role
 - Discuss the meaning of professionalism in health care.
 - Define managed care, preventive care, primary care, acute care, long term care. Describe goals of rehabilitation
 - Discuss the meaning and implications of the term health care as a business.
 - Discuss impact of EMR on patient care and the impact of various health insurance plans on patient care.
2. Health care careers
 - Describe available health care career pathways for both direct and indirect care settings.
 - Identify the requirements for certification or licensure for individual career pathways.
 - Describe goals and treatment offered in acute, long term and rehabilitation facilities.
3. Personal traits of health care professional.
 - Define and describe personal traits of the health care professional. Explain the way in which these traits are important in the health care setting.
4. Healthy and Professional Behavior
 - Describe your own health behavior with regard to stress management and nutrition. Describe elements in a healthy diet
 - Describe how exercise promotes health
 - Describe behaviors that reduce stress.
5. Professional Work Ethics and Performance in the Health Industry
 - Describe ethical behavior in the health care profession. Discuss ethical violations like sexual harassment, breaching confidentiality, dishonesty and fraud and inaccurate reporting.
 - Discuss HIPAA as both legal and ethical. Discuss the relationship between ethical behavior and the use of technology in the health care setting.
 - Discuss the relationship between ethical behavior and protection of patient rights.
 - Discuss the relationship between ethical behavior and understanding of job responsibilities.
6. Teamwork and Communication Skills
 - Define roles of health care team.
Identify work place relationships that affect the health care professional.
 - Define teams among health care professionals.
 - Identify strategies for conflict resolution and problem solving.
 - Describe active listening
 - Describe effects of verbal and non-verbal communication. Demonstrate communication techniques that promote open, clear communication in direct and indirect care settings.
7. Work Entry Skills
 - Describe types of professional resume and cover letters.
 - Identify online resources for job searches. Write a professional resume
 - Discuss elements of a successful job interview; participate in mock interviews.
 - Compare and contrast elements of various digital identities.
8. Externship
 - Describe the employment options in healthcare available in area agencies.
Identify employment areas of interest.

Evaluation and Grading:

1. **Four Quizzes (100 points each):** No make-up quizzes with the exception of a documented emergency or official excused absences. It is the responsibility of the student to notify the instructor within 24 hours and present documentation. The approval to make up the quiz is at the instructor's discretion. Students will not receive any points for missed and unexcused quiz. Students should arrange all personal, family, and vacation plans accordingly. These occasions are not considered excused absences.

2. **Two Assignments (50 points each):** Assignments #1 and #2 are due as indicated on the weekly schedule. Assignment #1 is to research three top health care professions of your interest. Assignment #2 is to visit and interview three health care professionals. Late submissions will receive zero points.
3. **Interview Questions (20 points):** You are required to submit your interview questions before assignment #2.
4. **Presentation (100 points):** You will present on assignments #1 and #2 (top three health care career choices) in detail. A rubric will be provided on Canvas.
5. **Cover Letter & Resume (50 points each):** You are required to complete your Cover Letter and Resume (grading rubric on Canvas) (50 points each) The due date for the resume is listed on the weekly schedule.
6. **Review Questions (120 points):** The due dates are listed on the weekly schedule. Late submissions will receive zero points.
7. **Mock Interview (60 points):** Responses should be submitted on Canvas

<u>Evaluation</u>	<u>Number</u>	<u>Points</u>	<u>Total</u>
Quizzes	4	25	100
Assignments	2	50	100
Interview Questions	1	20	20
Presentation	1	100	100
Cover Letter & Resume	2	50	100
Review ChQuestions	12	10	120
Mock Interview	1	60	<u>60</u>
			600

Grading Scale:

- A: 90-100% (540-600 points)**
- B: 80 – 89% (480-539.9 points)**
- C: 70 – 79% (420 – 479.9 points)**
- D: 60 – 69% (360 – 419.9 points)**
- F: < 60% (<359.9 points)**



- To pass the course a student must achieve 70% of the total possible points (420).
- Students are responsible for scheduling appointments with the instructor to discuss issues related to the theory portion of the course.
- Quiz/Assignments/Presentations
 - All exams must be taken as scheduled. There are no make-up examinations unless there are extraordinary circumstances substantiated by the student and approved by the instructor.
 - Content of quizzes is based on lecture objectives and may be based on related material from prerequisite and concurrent courses.
 - Quiz/test review occurs after each quiz/test. **No note taking is allowed during quiz or exam review.** Any discrepancies should be discussed with the instructor during office hours or via email within the week the quiz was given.

CANVAS:

1. Students need to visit their Canvas pages regularly to access their homework, handouts, study aids material as well as taking their digital badge tests on the last day.
2. In order to log in to your canvas page go to:
<http://ilearn.laccd.edu> Use the same user name and password as you college log in.
3. There are self-paced resources available for students on LAMC web page to learn how to work with Canvas. Also students are encouraged to watch the video through the following link: <https://community.canvaslms.com/videos/1124>
4. Competency quizzes are computer based and **only students who have passed the course (70% or more)** will be able to take them on the last day of the course. A digital badge will be awarded to the student who earns 80% or more on the competency quiz.
 - 80-89% Effective
 - 90-100% Highly EffectiveEvery student will have two opportunities to take every competency quiz. In case student would not earn 80% they can immediately retake the test on the same session.
5. Students are responsible for maintaining awareness of their status throughout the course.



Additional materials posted on Canvas:

Rubrics to evaluate your presentation and resume are posted on Canvas

Digital Badges:

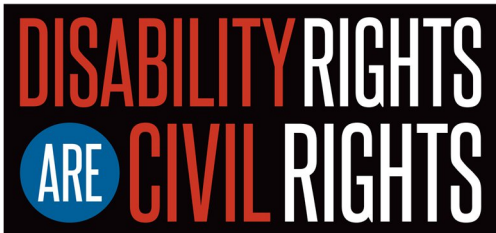
You will be issued digital badges at the end of the class if you pass your class and the competency quiz. The digital badge can be posted to your e-portfolio for the employers to be seen.

Cheating:

Cheating and plagiarism in any form will result in an automatic F and dismissal from the course.



AMERICANS WITH DISABILITIES ACT:



Los Angeles Mission College adheres to all applicable Federal, State and local laws, regulations and guidelines with respect to providing reasonable accommodations for students with temporary and permanent disabilities. Students with disabilities are encouraged to contact Disabled Student Programs & Services (DSPS) to find out the services and accommodations available. All disclosures of disabilities are kept confidential. For more information visit the website at <http://www.lamission.edu/DSPS/Home.aspx> or call 818.364. 7732. In general, recording of the lectures are not allowed unless the student can provide a letter from the DSPS office indicating the need for recording the lectures.

Special notes:

ATTENDANCE POLICY:



According to Los Angeles Mission College Catalog (2018-2019) the student is expected to attend every meeting of all classes for which he or she is registered. A student absent from classes for emergency reasons must inform his or her instructor of the reason for the absence.

Students who have preregistered for a class and who do not attend the first meeting of the class may forfeit their right to a place in the class. Students should contact the instructor directly to inform them of the circumstances related to the absence. The instructor will then decide if the reasons provided for the absence are appropriate for allowing the student to remain in class. Mitigating circumstances may be considered by the instructor. Whenever absences “in hours” exceed the number of hours the class meets per week, the student may be excluded from class by the instructor. It is the student’s responsibility to officially drop from any class he/she does not plan to continue to attend. Any drops or exclusions that occur between the end of the 3rd week and the end of the 12th week will result in a “W” on the student’s record. Drops are not permitted beyond the end of the 12th week. An evaluative grade (“A,” “B,” “C,” “D,” “F,” “P,” or “NP”) will be assigned to students who are enrolled past the end of the 12th week. After the last day of the 12th week (or 75 percent of the time the class is scheduled, whichever is less) the student may petition to withdraw from class demonstrating extenuating circumstances. For further details, refer to the “W” section of “Grading Symbols and Definitions.”

You are responsible for all information and instructions given in class. Attendance will be taken at the beginning and the end of the class. A student, who *misses two class sessions or is tardy two times/leaves early, excused or unexcused*, may be dropped. Not coming to class does not mean you will be automatically dropped. It is your responsibility to officially withdraw from the class if you decide to do so by using the student portal.

Drop Deadlines:

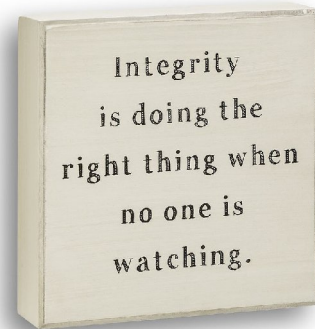
Last day to drop without receiving a “W”	September 08, 2019
Last day to drop a class with a “W”	November 17, 2019

EXPECTATION FOR CLASSROOM BEHAVIOR:

1. A student enrolling in one of the Los Angeles Community Colleges may rightfully expect that the faculty and administrators will maintain an environment in which there is freedom to learn.
2. Student conduct in all of the Los Angeles Community Colleges must conform to District and College rules and regulations.
3. The instructor may suspend a student from this class for “good cause” per Board of Trustees Rule 91101. “Good cause” includes but is not limited to the violation of the standards of student conduct in the 2018-2019 College Catalog.
4. Cell phones **MUST** be switched off or silenced and only kept on the student’s pocket or backpack during the class.
5. Listening to music is not permitted during the class
3. Use of internet and computers to browse websites during the class is not permitted. The only use of computers should be for note taking or looking at the lecture slides.
6. Students are not allowed to chat to each other during the lecture.
4. In case of absence, students are responsible to get information for any changes about the date of exams, quizzes, homework or papers announced in the class.
7. **Come to class prepared and eager to learn.** This cannot be overemphasized
8. **Do not fall behind.** This is a fast-paced course that covers a lot of information with relatively few class meetings. Seek help before you begin to get in trouble.
9. **Ask questions**



Academic Integrity



Students will be expected to follow the LACCD student code of conduct as it relates to student dishonesty (Board Rule 9803.28) as follows: “Violations of academic integrity of any type by a student provides grounds for disciplinary action by the instructor or college. Violations of Academic Integrity include, but are not limited to, the following actions: cheating on an exam, plagiarism, working together on an assignment, paper or project when the instructor has specifically stated students should not do so, submitting the same term paper to more than one instructor, or allowing another individual to assume one’s identity for the purpose of enhancing one’s grade. For more information on the Standards of Student Conduct refer to the college catalogue. **Also students are strongly advised to carefully read The Los Angeles Mission College Department of Life Sciences Code of Honor and Integrity on the last page of this syllabus.**

Weekly Schedule

Health Occupation 065 – Fall 2019
 Los Angeles Mission College
 Instructor: Magaly Rojas-Gonzalez, MSHCA

Date	Lecture (see textbook)	Assignments
Week 1 Aug 27	Syllabus Canvas access Ch 1: Your Career in Health Care	
Week 2 Sep 03 <i>Drop without a "W"</i> Sep 08	Ch 2: Current Health Care Systems and Trends	Due: Sep 03 -Ch 1 Review questions -Assignment #1: Start researching 3 top health care professions of your interest DUE on Sep 17
Week 3 Sep 10	Ch 22: Controlling Health Care Costs	Due: Sep 10 -Ch 2 Review questions
Week 4 Sep 17	Quiz 1: Ch 1, 2, 22 Ch 3: Ethical and Legal Responsibilities	Due: Sep 17 -Ch 22 Review questions -Assignment #1 -Assignment #2: Start planning to visit & interview a health care professional and work on your interview questions due next week
Week 5 Sep 24	Ch 13: Professionalism	Due: Sep 24 -Ch 3 Review questions -Interview questionnaire for assignment #2
Week 6 Oct 01	Ch 14: Lifelong Learning	Due: Oct 01 -Ch 13 Review questions -Continue working on your assignment #2

Week 7 Oct 08	NO CLASS – VISA is Closed	
Week 8 Oct 15	Quiz #2: Ch 3, 13, 14 Ch 12: Lifestyle Management	DUE: Oct 15 -Ch 14 Review questions -Continue working on assignment #2
Week 9 Oct 22	Ch 23: Performance Improvement and Customer Service	DUE: Oct 22 -Ch 12 Review questions -Continue working on assignment #2 due next week
Week 10 Oct 29	Ch 26: Success Employment Strategies **Guest Speaker	Due: Oct 29 -Ch 23 Review questions -Assignment #2 -Start working on presentation
Week 11 Nov 05	Quiz #3: Ch 12, 23, 26 Ch 18: Computers and Technology in Health Care	DUE: Nov 05 -Ch 26 Review questions -Continue working on your presentation
Week 12 Nov 12	Ch 24: Job Leads and the Resume Workshop: Writing Cover Letter & Resume	Due: Nov 12 -Ch 18 Review questions
Week 13 Nov 19 <i>Drop with a "W" May 05</i>	Ch 25: Interview, Portfolio, and Application Workshop: Interview Skills Student presentations on assignments #1 & 2	Due: Nov 19 -Submit Cover Letter and Resume on Canvas -Ch 24 Review questions
Week 14 Nov 26	Quiz #4: Ch 18, 24, 25 Student presentations on assignments #1 & 2	Due: Nov 26 -Ch 25 Review questions - Start working on your Mock Interview due next week

Week 15 Dec 03	Workshop: Mock Interview Student presentations on assignments #1 & 2	Due: Dec 06 -Mock Interview
Week 16 Dec 10	Competency Review & tests & SLO assessment	

* GUEST SPEAKER TO BE ANNOUNCED

“MANAGEMENT OF STRESS AND MENTAL HEALTH: As a student, not only do you have the pressure of succeeding in school, you may also be contending with work, financial issues, relationships, managing time effectively, getting enough sleep, etc. The staff and faculty of Los Angeles Mission College are here to provide support that will help you to be successful in your academic pursuits. You can learn more about the broad range of confidential student services offered on campus, including counseling and mental health services, by either visiting the Student Health Center (SHC), which is located next to the business office/administrative services, checking out the SHC webpage at: <https://www.lamission.edu/healthcenter/> or calling: 818 362-6182. I also encourage you to enter the **National Suicide Prevention Lifeline number (1-800-273-8255)** into your cell phone in case you or someone you know is in distress and needs someone with whom to talk.

Students at Los Angeles Mission College, because they are members of an academic community dedicated to the achievement of excellence and the pursuit of honor, are expected to meet high standards of personal, ethical, and moral conduct. These standards require personal integrity and a commitment to honesty without compromise. Without the ability to trust in these principles, an academic community and a civil society cannot exist. Los Angeles Mission College students and faculty are as committed to the development of students with honesty and integrity as they are to the academic and professional success of its students.

The **Code of Honor and Integrity** is an undertaking of the students, first and foremost, both individually and collectively, that they will:

1. not give or receive dishonorable aid during exams, quizzes or assignments
2. do their share and take an active part in seeing to it that fellow students, as well as themselves, uphold the spirit and letter of the Code of Honor and Integrity.

Some examples of conduct that are regarded as being in violation of the Honor Code include:

- Copying from another's examination or quiz, or allowing another to copy from one's own papers
- Using any unpermitted source of information, human or other, during an exam, quiz or assignment that influences the grade; this includes the use of technological devices
- Any student-to-student collaboration that is unpermitted
- Plagiarism (plagiarism is defined as the use, without giving reasonable and appropriate credit to, or acknowledging the author or source, of another person's original work)
- Representing as one's own work as the work of another
- Giving or receiving aid on an academic assignment under circumstances in which a reasonable person should have known that such aid is not permitted

As a part of the effort to promote an environment of honesty and integrity during quizzes and examinations, the following guidelines will apply for any courses in the Department of Life Sciences:

1. Students will leave all books and all other non-essential items (e.g. paper, electronic devices) on the floor so that they are not useable nor block the sight line between professor and student. No electronic devices will be in reach.
2. Students will not communicate in any way that will dishonorably assist themselves or another student.
3. Students will leave the room during an exam only if permitted by the professor's policy. If permitted, only one student may leave the room at any time and be gone for only the average length of time needed for the stated purpose. Students will leave all purses, bags, books, phones, jackets, etc., in the classroom during the absence.
4. Students will promote the spirit and letter of the **Code of Honesty and Integrity** by dissuading fellow students from dishonest activity and, when such casual persuasion does not work, informing the professor of the possible dishonest activity, either anonymously, or otherwise.
5. Students will make every effort to avoid even the appearance of dishonesty or lack of integrity

Violation of this policy will not be tolerated and violators will be subject to severe penalties. The success of the **Code of Honor and Integrity** is based upon the collective desire of students, faculty and the community to live in an environment that embraces respect for that which is right – both in the college and in society as a whole.