

Career in Health Care/ Personal Health/ Communications

Your career in Health Care-chapter 1

- Describe the essential core qualities demonstrated by effective health care professionals
- List the personal factors that should be considered when choosing a health care career
- Explain the difference between diagnostic, therapeutic, environmental and _____ - in the health care setting
- Explain the meaning of “ thinking like a health care professional”
- Describe the problem solving process and apply it to a local and global health problem
- Describe the term scope of practice

Health Care Delivery System and Employability- chapter 2 -Current health care systems and trends:

- Describe the major events globally that have shaped health care today
- Describe the terms ambulatory service, hospice, long term care, and urgent care as viewed in the US
- List typical services offered by federal (WHO, CDC, OSHA) state (state run health department) and local (local health department) health agencies
- Give examples of complementary therapies that were developed in other countries and explain how they are viewed and applied in the US today

Ethics-chapter 3

- Explain the meaning of ethics and its importance in the practice of health care
- Discuss ethical issues in health care that occur in other countries (as related to HIV/AIDS, the Pharmaceutical industry, vaccines, and others)
- Define the term autonomy and discuss its importance in the US health care setting and other globally health care settings
- Understand the purpose of professional codes of ethics
- Define the following ethical terms as they relate to health care: paternalism, assault, battery, abandonment, respondent superior, illegal restraints, negligence, malpractice, emancipated minor, libel, slander, euthanasia
- Describe the relationship of ethics and law
- List the parts of a contract and state how each part is met in the health care setting
- Explain the difference in implied and informed consent and discuss if these terms are used in globally settings (HIV testing and organ transplant)

- Define HIPAA and the effects of this legislation on the health care system in the US

Body Systems-chapters 6 and 7

- Locate the thoracic cavity and identify structures located in the cavity (chapter 6)
- Describe the primary anatomical features of the cardiovascular and respiratory systems
- Describe how blood flow through the heart and be able to identify parts of the heart
- Describe how air moves in and out of the lungs, including the pathway from the nose to the blood
- Describe the relationship of the integumentary system in the function of heating and cooling
- Describe common diseases associate with the cardiovascular and respiratory system and list age related changes in these systems
- Describe the behaviors and actions that would permute health and prevent major diseases of the cardiovascular and respiratory system

Growth and Development-chapter 8

- Explain the difference between physical, cognitive and psychosocial as they relate to growth and development.”
- Identify the nine life stages and the corresponding age span of each”
- Define the terms physical, cognitive and psychosocial
- Identify the psychosocial developmental conflicts according to Erik Erikson”
- Describe how care considerations might need to be altered depending upon the patient’s life stage”
- Identify and describe the process of the grief, and loss, empathy and compassion
- Explain the contributions of Elizabeth Kubler-Ross
- Describe how various cultures prepare for death and burial

Body Mechanics-chapter 9

- Explain the importance of good body mechanic and ergonomics as it relates to preventing injury
- Explain RMI’s and how to prevent them
- Discuss how various adaptive devices are used in and out of a health care setting to reduce injury.

Infection Control–chapter 10

- Understand and explain the importance of infection control practices in the health care setting and explain why these practices are difficult to maintain in other places around the world
- Explain proper hand washing steps and the historical perspective of the Hungarian OB/GYN that led to this important health care practice
- Define the germ theory
- Identify five different kinds of microbes and give examples of infectious diseases caused by each
- Describe the chain of infection and list ways to break the cycle of infection locally and globally (Malaria, Cholera, Ebola, E-coli, HIV, Hepatitis A and B, Common cold, Chicken Pox, Amebic Dysentery, Athlete's Foot, Lyme Disease)
- Describe the importance of the lymphatic systems, and natural defense mechanisms in the process of infection
- Explain the role of the CDC and OSHA
- Compare and contrast antiseptics, disinfectants and sterilization
- Explain how pathogens become drug resistant
- List Personal Protective Equipment (PPE) used in infection control and explain how this was an issue with health care workers dealing with Ebola patients
- Explain procedures for reporting accidental exposure
- Discuss how one's belief system and country of origin effects and affects the transmission of disease

HIV/AIDS and Lymphatic System-chapter 7 and notes

- List structures that lymph flows through from the tissue to the blood (chapter 7)
- Describe the function of the following lymphocytes, CD 4 (Helper T), killer T, B cells to Plasma cells, Memory T and Memory B cells
- Describe the role of a macrophage
- Describe the progression of HIV to AIDS and its local and global impact
- Describe the following terms and their relationship to HIV: lymphokines, cytotoxins, opportunistic disease, seroconversion, window period, reverse transcriptase, viral load, asymptomatic period
- Describe different kinds of HIV test and the procedures for testing locally and globally
- Describe what is involved in pre and post-test counseling and how this protocol changes from the US to global communities
- Describe the laws in Florida as they related to HIV
- Describe the effects of vaccines and immunization to HIV
- Identify various HIV tests 4th generation Ag/Ab test, PCR, RNA testing, OraQuick, Elisa and Western Blot and SUDS
- Describe how HIV is transmitted locally and globally

- List ways individuals in the general population can protect themselves from HIV
- Describe the procedures that care givers must follow when accidentally exposed to HIV in a clinical setting
- Explain the term “stigma” and how this term is used both locally and globally

Environmental safety and medical errors -chapter 11 and handout

- Understand and explain the importance of environmental safety in maintaining the safety of the health care worker, the patient and others
- Identify general safety guidelines that will help prevent injuries and accidents in health care facilities
- Describe and give examples of how changes in the physical and mental health of a patient can increase the risk of injuries and accidents
- Describe the precaution necessary when oxygen is in use
- Define a triage system
- Describe ways the health care worker can prevent medical errors related to environmental safety
- Describe ways the health care worker can prevent medical errors related to lack of attention to detail

Lifestyle management-chapter 12

- Explain the importance of a healthy lifestyle
- Explain the formation of a habit
- Describe how each of the following contributes to healthy living in the US culture and other cultures as it pertains to; diet, physical activity sleep and preventative measures
- Explain the concept of stress; and how this is perceived and varies depending on cultural backgrounds, as well as effective ways various cultures deal with stress
- Explain health risks encountered by the health care professional in US settings, and global settings
- List the causes, symptoms and preventive measures for burnout as seen in the US and other clinical settings around the world
- Explain how health care professional can help patients develop good health habits

The Patient as an individual-chapter 15

- Explain what is meant by “philosophy of individual worth”
- Define culture and describe how culture influences all aspects of human beliefs and behavior
- Give examples of different cultural group approach issues of health
- Describe ways that health care workers can determine the individual needs of patients taking into account cultural influences
- Describe why knowing the patients need level impacts the delivery of health care
- Describe how to determine the effect of cultural influences on the needs of patients
- Describe the five levels of need as defined in Maslow’s hierarchy of needs and give one example of each
- Recognize common defense mechanisms encountered in health care situations
- Explain how the health care professional can help patients deal with experience of losses or than death

Communication process-chapter 16

- Explain the importance of effective communication among different cultures in health care
- Describe the relationship between effective communication with various culture to enhance patient well-being
- List and describe the steps that occur in effective communication
- Define and explain the four types of questions
- Explain non-verbal communication and give 3 examples for the US and 3 examples from other cultural groups
- Explain the meaning of “active listening” in US culture and how this varies in other cultures
- Define empathy as we view in the US and explain its application in health care
- Explain the meaning of feedback
- Identify common barriers that can prevent effective communication in the US and in other cultural group settings
- List techniques used when communicating with patients with special needs
- Describe the elements that make up effective culturally effective patient education
- Describe good techniques of telephone communication and how this skill will enhance your employability as a health care worker
- List ways to handle situations the involve gossip

Written Communication-chapter 17

- Explain why the ability to write clearly and correctly in English is an important skill for the health care professional working in the US
- Most of this unit might be helpful in your ENC 1102 class and papers you need to write for other classes
- Describe when written communication is used with patients in a health care setting

Computers in Communication-chapter 18

- Explain why it is important for today's health care professional to be computer literate
- Describe how computers and technology is applied in the following areas of health care: Information management, treatment, patient monitoring, research, communication, education and collaboration with international health centers
- Describe the positive and negative qualities of the internet when the patient does research locally and globally on their health condition
- Describe the pros and cons of the social network sites as it related to your health care employment

Documentation and Medical Records-chapter 19

- List and explain the purposes of medical documentation
- List the characteristics of good SOAP note and narrative in medical documentation

Physical Assessment- chapter 20

- State the purpose of History and physical and indicate what data the physician will obtain
- Discuss variances from the norm for each of the body systems including respiratory rates, blood pressure, pulse rates, body temperature
- Explain how to assess and record blood pressure, pulse, respirations and temperature
- Explain how to do a pain scale assessment and describe how different cultures acknowledge, and report pain
- Define what is included in assessment of ADL's

- Describe how the presence of an apical-radial deficit is determined and what it means
- Describe the significance of measuring a patient's height and weight
- **Define the following terms:**

First Aid-chapter 21

- Explain when first aid should be administered
- Discuss how the Good Samaritan act protects the rescuer
- State the Golden Rule of first aid
- Explain appropriate steps to follow when an emergency occurs that will protect the victim and rescuer
- Identify the following injuries that may require first aid, signs, symptoms and treatment: external bleeding, fractures, epistaxis, burns, heart stroke, heat exhaustion, heat cramps, heart attack, stroke, fainting, shock, unconsciousness, seizures

Business of Caring –chapter 22

- Contrast fee for service and managed care reimbursement methods
- Explain the purpose of managed care systems and describe the methods used to control cost
- Define terms Medicare, Medicaid, and DRGs
- Explain ways the health care worker can help control facility cost

Professionalism/Performance improvement and Customer Service-chapters 13, 23

- Understand the components used in determining quality of care
- Define the 3-11 rules
- Describe the steps in working with dissatisfied customers
- Describe the characteristic of constructive criticism
- Explain the characteristics of a “professionalism and professional distancing

Job Leads and the Resume –chapter 24

- Identify which employment skills and personal traits are of value to an employer
- Identify the components of a successful resume and cover letter

Interview, Portfolio, and application-chapter 25

- Understand the importance of the job interview
- Explain how to prepare for a successful interview
- Describe illegal questions asked by a potential employer and how to handle these questions
- Describe successful interview behavior and appearance traits
- Explain the importance of an e portfolio and know the basic components of an e portfolio
- Explain what actions to take after an interview to increase your chance of being hired
- Explain how to accept and reject a job offer.

Successful employment strategies-chapter 26

- Identify important information that new employees should learn about the facility in which they work
- Define probationary period
- Explain the terms grievance, and sexual harassment and identify ways to handle both
- List activities that promote professional development of the health care work