



## Course Learning Outcomes for Unit VIII

Upon completion of this unit, students should be able to:

1. Identify the roles of a preceptor.
2. Explain how to apply adult learning principles to orientation and training.
3. Demonstrate how to give constructive feedback.
4. Explain why critical thinking is important in the workplace.
5. Identify the three group interaction roles.
6. Discuss how culture affects the health care environment.
7. Identify the different generations that affect health care.
8. Identify the basic principles of ethical decision making.

## Reading Assignment

### Chapter 17:

Orientating and Training Personnel

### Chapter 18:

Critical Thinking

### Chapter 19:

Cultural Diversity and Ethics

## Unit Lesson

As the health care industry continues to evolve and grow at an accelerated rate, the need to properly teach and train the health care professional has become one of the main functions of the health care facility. Training within the health care arena is typically provided internally. Most training regimens consist of an employee orientation, annual trainings, safety and compliance training.

In addition to training and teaching employees within its facility, the health care facility also takes on the role of educating and training students. Most health care facilities have developed training programs designed to introduce health care students to the health care industry. These training programs, which have specific designs and objectives, are usually referred to as internships. As medical students enroll and progress academically, they are usually required to complete a medical internship. This internship is aimed at teaching the medical student, as well as exposing the student to real world health care situations.

The health unit coordinator has several instructor roles within the health care industry. The health unit coordinator will not only train employees but will also be trained during the orientation and on-going and annual training. The health care regulatory and licensure agency assigned to monitor each health care facility determines the level of training required for each service provider and their employees. During the orientation period on my first professional job within the mental health care management industry, I was required to complete 16 hours of orientation training and 16 hours per year of ongoing professional development. Of course that was over 15 years ago and things have certainly changed. Currently the typical orientation

curriculum for professionals entering the mental health field consists of 32 hours and the ongoing annual training requirement is 40 hours. Not only did the number of required training hours change, the required core curriculum became more rigid as specific courses were mandated. Courses such as safety planning, CPR, first aid, HIPPA, incident reporting, reporting abuse and neglect, documentation, and ethics are all mandatory requirements now.

Even though several changes have been made to the training and orientating requirements, one thing remains the same, and that's the need for critically thinking health care professionals. For the health care team to produce successful outcomes for patients, each member of the team must work together. It's highly important for the health unit coordinator to take the lead in facilitating a collaborative relationship among members of the health care team. As struggles and challenges are encountered by members of the health care team, each member must possess the problem solving and communication skills needed to produce positive patient outcomes.

In addition to appropriate training, orientation, and the art of engaging in the critical thinking process, health care professionals must also understand the impact that culture and ethics has on the overall delivery of health care services. Within the work environment, our interactions, decision making and communication patterns with co-workers, patients, and management are all influenced by our culture. As you explore Chapters 17, 18, and 19 you will develop an understanding of the importance of maintaining cultural competence, behaving in a highly ethical manner, communicating effectively with others and critical decision making.

## **Learning Activities (Non-Graded)**

### **Online Interactive Tutorials**

Access the link below to view an online interactive tutorial which discusses critical thinking skills in the workplace.

MyCourseTools

[http://media.pearsoncmg.com/pcp/pls/pls\\_my coursetools/fuillment/mct\\_1256689785\\_csu/medical\\_assisting\\_externship/lesson\\_07/contentplayer.html](http://media.pearsoncmg.com/pcp/pls/pls_my coursetools/fuillment/mct_1256689785_csu/medical_assisting_externship/lesson_07/contentplayer.html)

Access the link below to view an online interactive tutorial which discusses communication and diversity in the workplace.

MyCourseTools

[http://media.pearsoncmg.com/pcp/pls/pls\\_my coursetools/fuillment/mct\\_1256689785\\_csu/medical\\_assisting\\_externship/lesson\\_08/contentplayer.html](http://media.pearsoncmg.com/pcp/pls/pls_my coursetools/fuillment/mct_1256689785_csu/medical_assisting_externship/lesson_08/contentplayer.html)

Click [here](#) to access the BHA 3401 Glossary. Please review the glossary before attempting the Unit VIII Assessment.

Non-graded Learning Activities are provided to aid students in their course of study. You do not have to submit them. If you have questions contact your instructor for further guidance and information.