

**Cosumnes River College**  
HCIT 160  
**Professionalism and Customer Service in the Health Care Environment**  
An Online Course  
Fall 2016

**Instructor:** Buddy Spisak

**Office Hours:** Mon. 6:30-7:30 p.m. (Oct. 10 to Dec. 12)

**Office:** BS-143

**Voice Mail:** (916) 286-3691, ext. 14162

**Email:** [spisakj@crc.losrios.edu](mailto:spisakj@crc.losrios.edu) The turn-around time for responding to most emails is about one to two days. Be sure to include your name and the course number in each email so I can identify who you are and what the email is about.

**Course Web page:** <https://d2l.losrios.edu/>

**Instructor Web page:** <http://crc.losrios.edu/spisakj>

**Prerequisites:** None

**Lecture:** Online

**Lab:** Online (optional open lab time Monday 7:30-9:00 p.m. in BS-153)

**Accepted for Credit:** No

**Class Credits:** 2 units

**Required Textbooks:** None

**Course Description:**

This course is designed to give IT Professionals an overview of the skills necessary to communicate effectively across the full range of roles that will be encountered in health care and public health settings.

**Student Learning Outcomes and Course Objectives:**

As a result of completing this course, you will be able to:

- EXPLAIN KEY ELEMENTS OF CUSTOMER SERVICE IN HEALTH CARE IT-SLO #1
  - Describe the definitions of customer service.
  - Identify different approaches to customer service in Health Care IT.
- DEMONSTRATE EFFECTIVE WRITTEN AND ORAL COMMUNICATION APPROACHES TO COMMON COMMUNICATION INTERACTIONS-SLO # 2.
  - Identify common roles in health care.
  - Define the purpose and goal of professional communication.

**Methods of Measuring Student Learning Outcomes:**

- You will demonstrate knowledge of the Health Care Professional through class discussions and achievement on quizzes and final examination.
- You will demonstrate competence in the coursework by completing assignments and participating in Desire 2 Learn (d2l) discussions during the semester.

**Student Obligations:**

- **Attendance:** HCIT 160 is an online course. It's up to you to go to the course materials in Desire2Learn (d2l) and do all of the required work. Please note that failure to complete 10% of the total course work by the third week of the class may result in your being dropped from the

course. Be sure to go through the orientation before October 16. The final exam must be submitted by midnight of December 9.

- **Late Work:** Unless noted, all assignments are due on Sunday by midnight each week. Late work will be accepted ONLY if you have contacted me prior to the due date either by email or voice mail. In general, late work is due the next week, and no late assignments may be turned in after one week from the original due date regardless of the reason. For every day an assignment is late, you will lose 10% of its grade.
- **Due Dates:** Unless noted, all assignments will be submitted in Desire 2 Learn (d2l) under the "Dropbox" link. If, for any reason, you cannot access d2l or are unable to submit the assignment on time, please email it to me instead so that you are not penalized for being late. Quizzes and the discussion items cannot be taken past their due dates.
- **Activities:** There will be three activities assigned for homework in the class. The due dates are located in the **SCHEDULE** portion of this handout.
- **Quizzes:** Each week there will be a set of review questions you need to answer in Desire 2 Learn to facilitate your understanding of the weekly topics and help you prepare for quizzes. You will also take the quizzes in d2l.
- **Discussions:** I want everyone to take a pro-active approach to learning this material. This includes using the Discussions link to ask questions and also answer other students' questions. I will also post questions each week that you can answer to further your understanding of the material. I expect two postings each week unless otherwise noted.
- **Final Exam:** You will have access to the final exam one week before the due date. You will take the final exam in d2l.
- **Plagiarism Policy:** It is inappropriate, and a violation of academic policy, to copy information from any source (including, but not limited to, textbooks, magazine articles, newspaper articles and Internet articles) without giving proper credit to the author by using standard quotation procedures such as in-line quotes, footnotes, endnotes, etc. Quotes may not exceed 25% of the assignment's total length. You will receive no credit (0 points) for any assignment that copies any material from any other source without giving proper credit to the author(s). Repeat offenders of this policy are subject to academic discipline as outlined in the policies published by the college.
- **Cheating:** Students who cheat will receive a failing grade for the course. [See the Student Behavior and Academic Integrity page of the college website (<https://www.crc.losrios.edu/catalog/geninfo/integrity>).]
- **CRC Honor Code:** Academic integrity requires honesty, fairness, respect and responsibility. [See the Cosumnes River College Honor Code posted on the college website (<http://www.crc.losrios.edu/files/resourceguide/CRC-HonorCodeForm.pdf>).]
- **Email:** Every student will be required to have an email account. If you do not have an email account, the college provides free email accounts for all current students. To activate your account, go to [www.losrios.edu/lrc/lrc\\_email.php](http://www.losrios.edu/lrc/lrc_email.php) and follow the directions provided.
- **Email etiquette:** I will not tolerate rude and demeaning comments or emails to anyone in this class. Please keep your comments and emails topic-related. If I determine that a comment or email to anyone else in the class is rude or demeaning, I will warn you once. If your behavior continues to be unacceptable, I will refer you to the administration of the college for disciplinary action.

- **Disabilities:** If you have a documented disability and wish to discuss academic accommodations, please contact me after class or the Office of Disabled Student Programs and Services at 691-7275 as soon as possible.
- **Desire 2 Learn (d2l):** This class utilizes a product called “Desire 2 Learn.” It is highly recommended that you check the website frequently for scheduling updates and homework assignments. Most of the homework assignments and quizzes will be done on d2l.
- **Online Course Responsibilities:** This course requires significant self-motivation. You must not get behind. Course assignments can take 1-2 hours per week to finish. Please don't try to finish them in one day. Not all activities are created equal. Some may take a bit longer than others. You would normally spend 1-2 hours per week in class for this course: total of 18 hours. Allow yourself at least 1-2 hours per week to complete the activities online, including the time spent writing for the postings to the discussions page. You should plan additional time to read the material and study for the quizzes. Some people believe this is a much easier way to study this subject than an on-campus framework because they love to read and avoid the parking problems. Others feel very intimidated at first. Be patient as you work your way through the activities.

**Grading:**

Course Topic	Points	Total	Approximate % the of Grade
Activities (7)	30	210	40%
Orientation Quiz (1)	10	10	2%
Quizzes (3)	30	90	17%
Discussions (7)	10	70	13%
Final Exam (1)	150	150	28%

**Point System:**

There are 530 total assigned points.

**Grade Ranges:**

A=477-530, B=424-476, C=371-423, D=318-370, F=0-317

**Schedule:** It is tentative and can change during the term. All changes will be located under the "News" section in d2l for the course.

	<b>Day:</b>		<b>Lecture/Activity Schedule:</b>	<b>Assignment Due:</b>	<b>Due Date (By Midnight):</b>
Week 1	Mon.	(10/17)	Orientation and Introductions	View the Online Orientation	Sun., 10/23
			Unit 1: Customer Service in Healthcare IT	Orientation Disc. Orientation Quiz	
			Activity #1		
Week 2	Mon.	(10/24)	Unit 2: Professional Behavior in the Healthcare Environment	Disc. #1	Sun., 10/30
			Activity #2	Activity #1	
Week 3	Mon.	(10/31)	Unit 3: Overview of Communication Relevant to Health IT Unit 4: Key Elements of Effective Communication	Disc. #2 Quiz#1 (Units 1-2)	Sun., 11/6
			Activity #3	Activity #2	
Week 4	Mon.	(11/7)	Unit 5: Regulatory Issues: Standard Precautions and HIPAA	Disc. #3	Sun., 11/13
			Activity #4	Activity #3	
Week 5	Mon.	(11/14)	Unit 6: Team and Small Group Communication	Disc. #4 Quiz #2 (Units 3-5)	Sun., 11/20
			Activity #5	Activity #4	
Week 6	Mon.	(11/21)	Unit 7: Conflict Resolution	Disc. #5	Sun., 11/27
			Activity #6	Activity #5	
Week 7	Mon.	(11/28)	Unit 8: Ethical and Cultural Issues Related to Communication and Customer Service	Disc. #6 Quiz #3 (Units 6-7)	Sun., 12/4
			Activity #7	Activity #6	
Week 8	Mon.	(12/5)	Unit 9: Personal Communications and Professionalism	Disc. #7	Fri., 12/9
			Final Exam	Activity #7	All work needs to be turned in.