DE CONTEMPORARY HEALTHCARE PRACTICES Curricular Document

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DE CONTEMPORARY HEALTHCARE PRACTICES Course Information	
CURRICULUM/CONTENT AREA	**COURSE LENGTH**
Health Sciences	1 year as part of LAUNCH Medicine and Healthcare
GRADE LEVEL	**DATE LAST REVIEWED**
11-12	2015 Approved Curricular Docs 2023 Evaluation of Science Program 2025 Review of WCTC Programming
PREREQUISITE(s) ***if applicable***	**BOARD APPROVAL DATE**
NA	*August 2025*
PRIMARY RESOURCE ***if applicable***	
McCorry, L.K. & Mason, J. (2020). *Communication skills for the healthcare professional, second edition.* Wolters Kluwer	

Desired Results

COURSE DESCRIPTION

This course provides a comprehensive introduction to healthcare practices. Students will explore essential skills for person-centered care, emphasizing cultural competence, effective communication, and empathy. The course covers a broad range of topics, including an in-depth examination of various healthcare communities, mindful practices in patient interactions, professionalism in healthcare settings, and strategies for problem-solving. Additionally, students will learn the importance of maintaining patient confidentiality and adhering to ethical standards in the healthcare industry. This course equips students with foundational knowledge and practical skills to navigate the complexities of modern healthcare.This course is transcripted with Waukesha County Technical College; students enrolled are eligible to earn 2 college credits that appear on a college transcript (may/may not be transferable to other institutions of higher education). Please note, this course only runs in LAUNCH Medicine and Healthcare.

ENDURING UNDERSTANDINGS (aka Critical Life Skills or Durable Skills)	ESSENTIAL QUESTIONS
• **Communication Skills**: Communicate effectively in personal,	**Big Idea #1: Healthcare Systems & Organization**

Academic, and professional interactions using appropriate modalities. • **Critical Thinking Skills/Problem-Solving Skills:** Evaluate pertinent information to reach an informed conclusion in personal, academic, and professional settings. Solve personal, academic, and professional problems using disciplinary concepts and frameworks. • **Relationship Skills**: Cultivate civil relationships to be effective in personal, academic, and professional life. • **Self-Management Skills**: Apply methods of continuous personal, academic, and professional improvement. (includes self-motivation, adaptability, & growth mindset).	1. *Why is military time used in healthcare, and how does it improve communication and patient safety?* 2. *How does the structure of a hospital support the delivery of effective patient care?* 3. *What roles do government agencies play in regulating and maintaining healthcare standards in the U.S.?* 4. *How do Medicare and Medicaid impact healthcare access for different populations, and why are these programs important?* **Big Idea #2: Communication** 1. *How does effective verbal communication impact patient care and safety?* 2. *In what ways can nonverbal communication influence patient trust and healthcare outcomes?* 3. *How can healthcare professionals adapt their communication to meet the needs of diverse patient populations?* 4. *What strategies can be used to improve communication and collaboration within healthcare teams?* **Big Idea #3: Professionalism** 1. *How does professionalism impact success in healthcare careers?* 2. *Why is confidentiality important, and how do HIPAA regulations protect patient information?* 3. *What are the key components of writing a professional email in a healthcare setting?* 4. *How can effective resume writing and interview skills improve your chances of securing a healthcare job?* 5. *What are the key elements of delivering a professional presentation?* **Big Idea #4: Empathy** 1. *What role does empathy play in navigating the complexities and challenges inherent in patient care?* 2. *How does understanding a patient's individual thoughts, feelings, and experiences impact the quality and effectiveness of their care?* 3. *In what ways can valuing diverse patient perspectives contribute to stronger patient-provider relationships and improved health outcomes?* 4. *How can we cultivate and consistently demonstrate empathy in our interactions with patients from various backgrounds and life circumstances?*

	Big Idea #5: Cultural Competence 1. *How does a patient's culture influence their healthcare beliefs, decisions, and behaviors?* 2. *Why is cultural competency important for building trust between healthcare providers and patients?* 3. *What challenges might healthcare workers face when caring for patients from diverse backgrounds?* 4. *What role does empathy play in delivering culturally competent care?*
COURSE COMPETENCIES: 1. Examine the healthcare community. 2. Demonstrate professional behavior as a member of the healthcare team. 3. Protect patient privacy and confidentiality. 4. Demonstrate effective interpersonal communication skills in the healthcare setting. 5. Integrate principles of customer service in the healthcare setting. 6. Demonstrate effective written communication skills in the healthcare setting. 7. Apply an organized process to solve problems in a healthcare setting	**PROFESSIONAL STANDARDS** 1) **Communication in Healthcare:** Demonstrate effective verbal, nonverbal, and written communication skills to interact professionally with patients, families, and healthcare teams. 2) **Healthcare Systems & Ethics:** Analyze the structure, function, and ethical responsibilities within healthcare systems. 3) **Professionalism & Workplace Readiness:** Exhibit professional behaviors and workplace skills essential in healthcare settings. 4) **Patient-Centered Care & Cultural Competency:** Provide respectful and compassionate care, considering diverse patient needs and cultural backgrounds.

CAREER CLUSTERS
most applicable to this course

- ☐ Advanced Manufacturing
- ☐ Agriculture, Food & Natural Resources
- ☐ Architecture and Construction
- ☐ Arts, A/V Technology & Communication
- ☐ Business Management & Administration
- ☐ Digital Technology
- ☐ Education & Training
- ☐ Finance
- ☐ Government & Public Administration
- ☑ Health Science
- ☐ Hospitality & Tourism
- ☑ Human Services
- ☐ Law, Public Safety, Corrections & Security
- ☐ Marketing
- ☐ Science, Technology, Engineering & Mathematics
- ☐ Transportation, Distribution & Logistics

CAREERS
students may learn about

Patient-Facing Careers	***Non-Patient-Facing Careers***
Certified Nursing Assistant (CNA) Registered Nurse (RN) Licensed Practical Nurse (LPN) Physician (MD/DO) Physician Assistant (PA) Nurse Practitioner (NP) Physical Therapist Occupational Therapist Speech-Language Pathologist Radiologic Technologist Phlebotomist Emergency Medical Technician (EMT) Paramedic Respiratory Therapist Dental Hygienist Dental Assistant Optometrist Audiologist Surgical Technologist Podiatry	Medical Laboratory Technician Medical Laboratory Technologist Biomedical Engineer Health Information Manager Medical Coder Medical Biller Pharmacologist Clinical Research Coordinator Healthcare IT Specialist Medical Illustrator

	Radiology Pharmacy
POSTSECONDARY EDUCATION & TRAINING OPTIONS	**INDUSTRY RECOGNIZED CREDENTIALS:** May include: ☑ CNA (Certified Nursing Assistant) ☑ CPR (Cardiopulmonary Resuscitation) ☑ Basic Life Support (BLS) ☑ Introduction to Healthcare Careers Technical Certificate WCTC Non-Patient facing Careers **DUAL CREDIT OPPORTUNITIES** ☑ Waukesha County Technical College; students enrolled are eligible to earn 2 college credits that appear on a college transcript (may/may not be transferable to other institutions of higher education *LAUNCH program courses can lead to additional technical diploma certification in Phlebotomy Technician, Medical Interpreter for Healthcare, and Medical Coding Specialist at Waukesha County Technical College.* **CAREER BASED LEARNING OPPORTUNITIES** ☑ LAUNCH Medicine & Healthcare employer-led projects ☑ Field placements ☑ Guest speakers from relevant career fields

BIG IDEA 1: *HEALTHCARE SYSTEMS AND ORGANIZATION*

This unit provides students with a foundational understanding of essential healthcare concepts, including timekeeping in medical settings, the structure of healthcare facilities, key government agencies overseeing healthcare, and federal insurance programs.

BIG IDEA 1 DESIRED RESULTS

ESSENTIAL QUESTION:

➔ *Why is military time used in healthcare, and how does it improve communication and patient safety?*

- ➔ *How does the structure of a hospital support the delivery of effective patient care?*
- ➔ *What roles do government agencies play in regulating and maintaining healthcare standards in the U.S.?*
- ➔ *How do Medicare and Medicaid impact healthcare access for different populations, and why are these programs important?*

UNIT PRIORITY STANDARDS:

Students will know…

1. *The 24-hour clock*
2. *Various government agencies: OSHA, CDC, NIH, TJC, WHO, FDA, AHRQ, FEMA, ISMP*
3. *The levels of care: primary, secondary and tertiary*
4. *The types of care: primary, acute, palliative, hospice, emergent*
5. *Various healthcare facilities*
6. *Career laddering in healthcare*
7. *Medicare and medicaid*

And be able to…

1. Examine the healthcare community.

BIG IDEA 1 ASSESSMENT EVIDENCE

Performance is evaluated in terms of… Students will show their learning by…

Performance Task Description(s):

- ➔ Military Time Presentation: *Students will learn the 24-hour clock and its importance in medical settings. A presentation will cover military time conversion and its role in preventing errors. Students will practice converting times and apply their skills to real-world healthcare scenarios, such as reading medical charts and scheduling.*

- ➔ Healthcare Systems Presentation: *Students will explore the structure and functions of healthcare systems through a presentation. Students will complete guided notes as the presentation progresses. The lesson covers healthcare facility types, types of care and the roles of healthcare professionals. Students will complete guided notes to reinforce learning and discuss how these systems impact patient care.*
- ➔ Government Agencies Jigsaw: *Students participate in a jigsaw activity to explore various healthcare-related government agencies, examining their roles, responsibilities, and impact on the healthcare system. Each group researches a specific agency and then presents their findings to their peers, fostering a collaborative learning environment. This activity enhances students' understanding of healthcare governance while developing their research and presentation skills.*

- ➔ Placement Preparation: *The lesson begins with a discussion on loneliness in the elderly, supported by an article highlighting its effects. Students will learn how to be helpful and build meaningful connections with residents in long-term care facilities. Students will then explore ways to engage with residents, practice active listening, and identify small actions that can make a difference.*

- LAUNCH Project: *Students engage in an eight-week, mentor-guided project in collaboration with a healthcare professional. Through weekly meetings, they conduct research, analyze key issues, and develop evidence-based solutions to address a critical challenge in healthcare. The project culminates in a professional presentation where students showcase their findings and proposed solutions to an audience of industry experts and stakeholders.*

- Classroom Discussions: *Students engage in dynamic conversations exploring medical concepts, potential healthcare careers, and the ethical considerations that may occur in medical practice.*

Key Feedback & Assessment Strategies:

- Military Time Quiz
- Healthcare Systems Quiz
- Government Agencies Jigsaw and Discussion
- Placement/Project Reflections
- WCTC Final Exam

- Extensions & College/Career Readiness may include:
  - Guest speakers (career focused)
  - Guest presenters (content focused)
  - Real-world application of knowledge gained via placements and projects

BIG IDEA 2: *COMMUNICATION*

This unit explores the importance of verbal and nonverbal communication in healthcare. Students will learn how clear verbal interactions improve patient care and teamwork, while nonverbal cues like body language and tone impact patient trust.

BIG IDEA 2 DESIRED RESULTS

ESSENTIAL QUESTION:

- *How does effective verbal communication impact patient care and safety?*
- *In what ways can nonverbal communication influence patient trust and healthcare outcomes?*
- *How can healthcare professionals adapt their communication to meet the needs of diverse patient populations?*
- *What strategies can be used to improve communication and collaboration within healthcare teams?*

UNIT PRIORITY STANDARDS:
Students will know…

1. *Identify components of verbal and nonverbal therapeutic communication like active listening, reflecting and summarizing.*
2. *Understand modes of nonverbal communication like proxemics, kinesics and paralanguage and how they impact communication.*
3. *Identify common barriers to communication: hearing loss, impaired vision, bias, language and how healthcare workers navigate them*
4. *Interpret elements of the communication process using sender-message-receiver feedback model.*
5. *Solve an industry provided problem with the guidance of an industry mentor.*

And be able to…

1. Examine the healthcare community.

2. Demonstrate professional behavior as a member of the healthcare team.

4. Demonstrate effective interpersonal communication skills in the healthcare setting.

5. Integrate principles of customer service in the healthcare setting.

7. Apply an organized process to solve problems in a healthcare setting

BIG IDEA 2 ASSESSMENT EVIDENCE

Performance is evaluated in terms of… Students will show their learning by…

Performance Task Description(s):

- ➔ Verbal Communication Reading: *Students will complete a guided notes activity exploring the fundamentals of verbal communication in healthcare. They will examine its purpose, the importance of clear and effective language when interacting with patients, and techniques for active listening and paraphrasing. Additionally, students will analyze the distinctions between assertive and aggressive communication, developing skills to foster respectful and professional patient interactions.*

- ➔ Interpersonal Communication Presentation: *Students will engage with a presentation on the communication process, exploring its seven key components and the critical role of nonverbal communication, including kinesics, proxemics, and paralanguage. They will also examine factors that impact effective communication, such as low health literacy, language barriers, and aging-related challenges. The presentation will provide a comprehensive understanding of how to navigate communication complexities in healthcare settings.*

- ➔ SOAP Note Presentation: *Students will develop an understanding of SOAP notes, a standardized method of documentation used in healthcare to ensure clear and effective communication among providers. They will explore the purpose and structure of SOAP notes—Subjective, Objective, Assessment, and Plan—while learning how to identify and extract key information. This activity will enhance their ability to interpret clinical documentation and understand its role in patient care.*

- ➔ Placement Preparation: *The lesson begins with a discussion on loneliness in the elderly, supported by an article highlighting its effects. Students will learn how to be helpful and build meaningful connections with residents in long-term care facilities. Students will then explore ways to engage with residents, practice active listening, and identify small actions that can make a difference.*

- ➔ LAUNCH Project: *Students engage in an eight-week, mentor-guided project in collaboration with a healthcare professional. Through weekly meetings, they conduct research, analyze key issues, and develop evidence-based solutions to address a critical challenge in healthcare. The project culminates in a professional presentation where students showcase their findings and proposed solutions to an audience of industry experts and stakeholders.*

- ➔ Classroom Discussions: *Students engage in dynamic conversations exploring medical concepts, potential healthcare careers, and the ethical considerations that may occur in medical practice.*

Key Feedback & Assessment Strategies:
- ➔ Verbal and Nonverbal Communication Quiz
- ➔ S.O.A.P Notes practice work
- ➔ Placement/Project Reflections
- ➔ Final LAUNCH Project Presentation
- ➔ WCTC Final Exam

- ➔ Extensions & College/Career Readiness may include:
  - ◆ Guest speakers (career focused)
  - ◆ Guest presenters (content focused)
  - ◆ Real-world application of knowledge gained via placements and projects

BIG IDEA 3: *PROFESSIONALISM*

This unit focuses on building professionalism in healthcare through understanding confidentiality and HIPAA, professional email communication, resume writing, and interview preparation.

BIG IDEA 3 DESIRED RESULTS

ESSENTIAL QUESTION:
- ➔ *How does professionalism impact success in healthcare careers?*
- ➔ *Why is confidentiality important, and how do HIPAA regulations protect patient information?*
- ➔ *What are the key components of writing a professional email in a healthcare setting?*
- ➔ *How can effective resume writing and interview skills improve your chances of securing a healthcare job?*
- ➔ *What are the key elements of delivering a professional presentation?*

UNIT PRIORITY STANDARDS:
Students will know…

1. *Demonstrate appropriate use of email communication in the workplace*
2. *Understand the role personal appearance has on professionalism*
3. *Identify and examine the key components of HIPAA and patient confidentiality*
4. *Mechanics for resume writing and interview preparation*

And be able to...

1. Examine the healthcare community.

2. Demonstrate professional behavior as a member of the healthcare team.

3. Protect patient privacy and confidentiality.

4. Demonstrate effective interpersonal communication skills in the healthcare setting.

5. Integrate principles of customer service in the healthcare setting.

6. Demonstrate effective written communication skills in the healthcare setting.

7. Apply an organized process to solve problems in a healthcare setting

BIG IDEA 3 ASSESSMENT EVIDENCE

Performance is evaluated in terms of... Students will show their learning by...

Performance Task Description(s):

- ➔ LAUNCH Project: *Students engage in an eight-week, mentor-guided project in collaboration with a healthcare professional. Through weekly meetings, they conduct research, analyze key issues, and develop evidence-based solutions to address a critical challenge in healthcare. The project culminates in a professional presentation where students showcase their findings and proposed solutions to an audience of industry experts and stakeholders.*

- ➔ Long Term Care Placement: *Students will spend 8 weeks (2 days per week) in long-term care facilities, learning about healthcare and engaging with residents. They will assist with daily activities, provide companionship, and build meaningful connections, while developing skills in communication and empathy.*

- ➔ *Professional Email Writing Presentation: Students will listen to a presentation on professional communication through email, covering key topics such as the basic structure of an email, proper email etiquette, and effective professional writing. Following the presentation, students will apply this knowledge to craft clear and professional emails to communicate with their LAUNCH project mentor, fostering strong communication skills for future workplace interactions.*

- ➔ Resume: *Students will create an experience-based resume that highlights their unique involvement in the LAUNCH program, including*

their LAUNCH projects and placement in a long-term care facility. This resume will emphasize practical, hands-on experiences, showcasing the skills and knowledge gained through real-world healthcare settings and projects, rather than focusing solely on academic achievements. The goal is to provide a comprehensive view of the student's professional development within the LAUNCH program.

- ➔ Mock Interviews: *Students will prepare for and participate in a mock interview with a healthcare provider, simulating a real-world healthcare setting. They will practice responding to common interview questions, refine their professional communication skills, and receive constructive feedback to enhance their performance. This experience helps students build confidence and improve their ability to effectively engage in healthcare-related interviews.*

- ➔ HIPAA/Confidentiality Presentation & Scenarios: *Students will learn the importance of HIPAA regulations and patient confidentiality in healthcare. They will explore how healthcare professionals must protect sensitive patient information and understand the consequences of breaching confidentiality. Through real-world scenarios and case studies, students will develop an understanding of their responsibilities regarding privacy in healthcare settings.*

- ➔ Classroom Discussions: *Students engage in dynamic conversations exploring medical concepts, potential healthcare careers, and the ethical considerations that may occur in medical practice.*

Key Feedback & Assessment Strategies:

- ➔ Email Communication with mentor
- ➔ Interview Question Prep
- ➔ HIPAA Scenarios Jigsaw
- ➔ Placement/Project Reflections
- ➔ Cross-Strand Presentation Feedback
- ➔ Final LAUNCH Project Presentation
- ➔ WCTC Final Exam

- ➔ Extensions & College/Career Readiness may include:
  - ◆ Guest speakers (career focused)
  - ◆ Guest presenters (content focused)
  - ◆ Real-world application of knowledge gained via placements and projects

BIG IDEA 4: *EMPATHY*

This unit aims to develop students' capacity for empathy by examining the thoughts, feelings, and experiences of others. Through a variety of activities, including storytelling, perspective-taking exercises, and collaboration, students will learn to connect with and understand diverse viewpoints, fostering greater compassion and social awareness.

BIG IDEA 4 DESIRED RESULTS

ESSENTIAL QUESTION:

- ➔ *What role does empathy play in navigating the complexities and challenges inherent in patient care?*
- ➔ *How does understanding a patient's individual thoughts, feelings, and experiences impact the quality and effectiveness of their care?*
- ➔ *In what ways can valuing diverse patient perspectives contribute to stronger patient-provider relationships and improved health outcomes?*
- ➔ *How can we cultivate and consistently demonstrate empathy in our interactions with patients from various backgrounds and life circumstances?*

UNIT PRIORITY STANDARDS:

Students will know…

1. *Identify and differentiate between empathy and sympathy*
2. *Explain the importance of empathy in patient-HCW relationships*
3. *Analyze and tell a patient story*
4. *Explain how understanding a patient's background and experiences can improve the quality of care.*
5. *Reflect on their own capacity for empathy and identify areas for personal growth.*

And be able to…

2. Demonstrate professional behavior as a member of the healthcare team.

4. Demonstrate effective interpersonal communication skills in the healthcare setting.

7. Apply an organized process to solve problems in a healthcare setting

BIG IDEA 4 ASSESSMENT EVIDENCE

Performance is evaluated in terms of… Students will show their learning by…

Performance Task Description(s):

- ➔ Long Term Care Placement: *Students will spend 8 weeks (2 days per week) in long-term care facilities, learning about healthcare and engaging with residents. They will assist with daily activities, provide companionship, and build meaningful connections, while developing skills in communication and empathy.*

- ➔ Interpersonal Communication Presentation: *Students will engage with a presentation on the communication process, exploring its seven key components and the critical role of nonverbal communication, including kinesics, proxemics, and paralanguage. They will also examine factors that impact effective communication, such as low health literacy, language barriers, and aging-related challenges. The*

presentation will provide a comprehensive understanding of how to navigate communication complexities in healthcare settings.

- ➔ Empathy Discussion: *This presentation and discussion will equip students with a foundational understanding of empathy through self-reflection and practical engagement with various perspectives.*

- ➔ *Narrative Medicine/Patient Storytelling: Students will learn that narrative medicine is a clinical approach where they actively listen to and interpret patients' stories to gain a deeper understanding of their experiences with illness, ultimately aiming to provide more empathetic and effective care.*

- ➔ Classroom Discussions: *Students engage in dynamic conversations exploring medical concepts, potential healthcare careers, and the ethical considerations that may occur in medical practice.*

Key Feedback & Assessment Strategies:

- ➔ Empathy Values Activity
- ➔ Journal and discussion prompts
- ➔ Narrative Medicine presentation and discussion
- ➔ Patient Storytelling Presentations
- ➔ Placement Reflections
- ➔ WCTC Final Exam

- ➔ Extensions & College/Career Readiness may include:
  - ◆ Guest speakers (career focused)
  - ◆ Guest presenters (content focused)
  - ◆ Real-world application of knowledge gained via placements and projects

BIG IDEA 5: *CULTURAL COMPETENCE*

This unit introduces students to the role of cultural competency in patient care. Students will learn how culture influences health beliefs and behaviors, and explore ways to provide respectful, inclusive care to diverse populations through case studies, discussions, and reflection.

BIG IDEA 5 DESIRED RESULTS

ESSENTIAL QUESTION:

- ➔ *How does a patient's culture influence their healthcare beliefs, decisions, and behaviors?*
- ➔ *Why is cultural competency important for building trust between healthcare providers and patients?*
- ➔ *What challenges might healthcare workers face when caring for patients from diverse backgrounds?*
- ➔ *What role does empathy play in delivering culturally competent care?*

UNIT PRIORITY STANDARDS:

Students will know…

1. *Differentiate between cultural destructiveness, cultural incapacity, cultural blindness, cultural pre-competence, cultural competence and cultural proficiency as they pertain to a healthcare setting.*
2. *Analyze data trends within healthcare.*
3. *Reflect on their role as a future healthcare worker while focusing on cultural competence*
4. *Understand how common societal practices (eye contact, handshakes) can differ across cultures.*

And be able to…

1. Examine the healthcare community.

2. Demonstrate professional behavior as a member of the healthcare team.

3. Protect patient privacy and confidentiality.

7. Apply an organized process to solve problems in a healthcare setting

BIG IDEA 5 ASSESSMENT EVIDENCE

Performance is evaluated in terms of… Students will show their learning by…

Performance Task Description(s):

- ➔ Cultural Competence Presentation: *This presentation aims to level set required vocabulary for the students and will begin to engage the students in critical thinking on the topic.*

- ➔ *Article Discussions/Reflection: Students will read healthcare-related articles and complete a follow-up activity, such as a discussion or written reflection. This helps them connect key ideas to real-world healthcare situations and think critically about the topic.*

- ➔ Empathy Discussion: *This presentation and discussion will equip students with a foundational understanding of empathy through self-reflection and practical engagement with various perspectives.*

- ➔ Interpersonal Communication Presentation: *Students will engage with a presentation on the communication process, exploring its seven key components and the critical role of nonverbal communication, including kinesics, proxemics, and paralanguage. They will also examine factors that impact effective communication, such as low health literacy, language barriers, and aging-related challenges. The presentation will provide a comprehensive understanding of how to navigate communication complexities in healthcare settings.*

Key Feedback & Assessment Strategies:

- ➔ Discussions
- ➔ Journal Prompts
- ➔ WCTC Final Exam

- ➔ Extensions & College/Career Readiness may include:
  - ◆ Guest speakers (career focused)
  - ◆ Guest presenters (content focused)
  - ◆ Real-world application of knowledge gained via placements and projects