

Florida Department of Education
CURRICULUM FRAMEWORK

Program Title: Health Unit Coordinator (Postsecondary)
Occupational Area: Health Science Education

PSAV

Program Numbers H170513
CIP Number 0317.051300
Grade Level 30, 31
Standard Length 500 hours
Certification
PRAC NURSE @7 G
TEC MED !7 G
REG NURSE G
MED RECTEC @ 7 G

Basic Skills
Math 9
Language 10
Reading 10

- I. **MAJOR CONCEPTS/CONTENT:** The program is designed to prepare students for employment as health unit clerks or SOC- 43-4171 (Receptionists and Information Clerks). The content includes, but is not limited to, interpersonal skills, medical terminology, legal and ethical responsibilities, safe and efficient work practices, clerical skills, safety and security use of computers, interpretation and transcription of doctors' orders, and employability skills. The Health Careers Core must be taken by all students (secondary, postsecondary adult and postsecondary vocational) planning to complete any Health Occupations program. Once successfully completed, the core does not need to be repeated at any instructional level.
- II. **LABORATORY ACTIVITIES:** Transcription of physicians' orders is an integral part of this course. This competency is achieved through simulated practice with standard equipment and supplies used in a health care facility by the health unit coordinator. An overview of anatomy and physiology serves as a foundation for medical terminology and CPR/first aid. A working knowledge of the computer is a competency achieved through actual practice. Role playing is one of the methods which can be used for developing interpersonal skills.
- Supervised clinical experience is an integral part of this program.**
- III. **SPECIAL NOTE:** This program meets the Department of Health HIV/AIDS education requirements. Upon completion of this program, the instructor will provide a certificate to the student verifying that the HIV/AIDS requirements have been met.

Health Occupations Students of America is the appropriate Career/Technical Student Organization (CSO) for providing leadership training experience and for reinforcing specific career/technical skills. CSOs, when provided, shall be an integral part of the vocational instructional program, and the activities

of such organizations are defined as part of the curriculum in accordance with Rule 6A-6.065 (8), FAC.

Cooperative training - OJT is appropriate for this program. Whenever cooperative training - OJT is offered, the following are required for each student: a training plan, signed by the student, teacher, and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a workstation that reflects equipment, skills and tasks that are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed

The minimum basic skills grade level required for this postsecondary adult vocational program is: Mathematics 9.0, Language 10.0, Reading 10.0. This grade level number corresponds to a grade equivalent score obtained on a state designated basic skills examination.

This program may be offered in courses. Vocational credit shall be awarded to the student on a transcript in accordance with Section 1001.44 F.S.

When a student with a disability is enrolled in a vocational class with modifications to the curriculum framework, the particular outcomes and student performance standards which the student must master to earn credit must be specified in the student's individual educational plan (IEP). Additional credits may be earned when outcomes and standards are mastered in accordance with the requirements indicated in subsequent IEPs. The job title for which the student is being trained must be designated in the IEP.

To be transferable statewide between institutions, this program/course must have been reviewed, and a "transfer value" assigned the curriculum content by the appropriate Statewide Course Numbering System discipline committee. This does not preclude institutions from developing specific program or course articulation agreements with each other.

SCANS Competencies: Instructional strategies for this program must include methods that require students to identify, organize, and use resources appropriately; to work with each other cooperatively and productively; to acquire and use information; to understand social, organizational, and technological systems; and to work with a variety of tools and equipment. Instructional strategies must also incorporate the methods to improve students' personal qualities and higher-order thinking skills. It is recommended that completers of this program take the National Association of Health Unit Coordinators Certification examination which is offered annually.

Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Adult students with disabilities must self-identify and request such services. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of

the accommodations requested and provided should be maintained in a confidential file.

The standard length of the program is 500 clock hours.

INTENDED OUTCOMES

Completion of this program should enable the student to be given advanced placement in other programs in the Health Information cluster. The Core should be taken first or concurrently with the first course in the program at any level. Following the successful completion of the **core**, the student is eligible to take the national internet certification examination (Nocti) with instructor approval and the completion of a portfolio.

After successfully completing this program, the student will be able to:

HEALTH CAREERS CORE (01-11) OCP A-Basic Healthcare Worker- SOC code 31-9099 Healthcare Support Workers, all others

- 01.0 Demonstrate knowledge of the health care delivery system and health occupations.
- 02.0 Demonstrate the ability to communicate and use interpersonal skills effectively.
- 03.0 Demonstrate legal and ethical responsibilities.
- 04.0 Demonstrate an understanding of and apply wellness and disease concepts.
- 05.0 Recognize and practice safety and security procedures.
- 06.0 Recognize and respond to emergency situations.
- 07.0 Recognize and practice infection control procedures.
- 08.0 Demonstrate computer literacy.
- 09.0 Demonstrate employability skills.
- 10.0 Demonstrate knowledge of blood borne diseases, including AIDS.
- 11.0 Apply basic math and science skills.

HEALTH UNIT CLERKS (12-18)OCP-B

SOC- 43-4171 (Receptionists and Information Clerks)

- 12.0 Interpret and apply medical terminology specific to health unit clerks.
- 13.0 Organize and maintain efficient work practices.
- 14.0 Perform clerical duties.
- 15.0 Practice safety/security.
- 16.0 Operate computers.
- 17.0 Read, interpret and transcribe physicians' orders.
- 18.0 Monitor EKG results.

**Florida Department of Education
STUDENT PERFORMANCE STANDARDS**

Program Title: Health Unit Coordinator
Postsecondary Number: H170513

HEALTH CAREERS CORE: The Health Careers Core is a core of basic knowledge necessary for any health occupations career. Students who have previously completed the Health Careers Core or any other health occupations program do not have to repeat intended outcomes 01-11.

OCP A-Basic Healthcare Worker- SOC code 31-9099 Healthcare Support Workers, all others

01.0 DEMONSTRATE KNOWLEDGE OF THE HEALTH CARE DELIVERY SYSTEM AND HEALTH OCCUPATIONS -- The student will be able to:

- 01.01 Identify the basic components of the health care delivery system.
- 01.02 Describe the various types of health care providers and the range of services available including resources to victims of domestic violence.
- 01.03 Describe the composition and functions of a health care team.
- 01.04 Identify the general roles and responsibilities of the individual members of the health care team.
- 01.05 Develop a basic understanding of human needs throughout the lifespan.
- 01.06 Explain the importance of maintaining professional competence through continuing education.
- 01.07 Describe trends affecting the delivery system of health care.

02.0 DEMONSTRATE THE ABILITY TO COMMUNICATE AND USE INTERPERSONAL SKILLS EFFECTIVELY -- The student will be able to:

- 02.01 Develop basic listening skills.
- 02.02 Develop basic observational skills and related documentation strategies in written and oral form.
- 02.03 Identify characteristics of successful and unsuccessful communication including barriers.
- 02.04 Respond to verbal and non-verbal cues.
- 02.05 Compose written communication using correct spelling, grammar, and format.
- 02.06 Use appropriate medical terminology and abbreviations.
- 02.07 Recognize the importance of courtesy and respect for patients and other health care workers and maintain good interpersonal relationships.
- 02.08 Recognize the importance of patient/client education regarding health care.
- 02.09 Adapt communication skills to varied levels of understanding and cultural orientation.
- 02.10 Demonstrate telephone usage including taking messages.
- 02.11 Demonstrate ability to give and follow directions.
- 02.12 Distinguish between factual reports and personal opinion.
- 02.13 Read and discuss technical material.

03.0 DEMONSTRATE LEGAL AND ETHICAL RESPONSIBILITIES

-- The student will be able to:

- 03.01 Discuss the legal framework of the health care occupation.
- 03.02 Explain the medical liability of health care workers.
- 03.03 Explain the patients' "Bill of Rights."
- 03.04 Describe a Code of Ethics consistent with the health care occupation.
- 03.05 Discuss the importance of maintaining confidentiality of information, including computer information.
- 03.06 Recognize the limits of authority and responsibility of health care workers.
- 03.07 Recognize and report illegal and unethical practices of health care workers.
- 03.08 Recognize and report abuse and neglect.
- 03.09 Recognize sexual harassment and domestic violence.

04.0 DEMONSTRATE AN UNDERSTANDING OF AND APPLY WELLNESS AND DISEASE CONCEPTS -- The student will be able to:

- 04.01 Develop a basic understanding of the structure and function of the body systems.
- 04.02 Identify personal health practices and environmental factors which affect optimal function of each of the major body systems.
- 04.03 Identify psychological reactions to illness including defense mechanisms.
- 04.04 Recognize the steps in the grief process.
- 04.05 Explain basic concepts of positive self image, wellness and stress.
- 04.06 Develop a wellness and stress control plan that can be used in personal and professional life.
- 04.07 Explain the nutrition pyramid.
- 04.08 Discuss the adverse effects of the use of alcohol, illegal drugs and steroids on the human body.

05.0 RECOGNIZE AND PRACTICE SAFETY AND SECURITY PROCEDURES

-- The student will be able to:

- 05.01 Demonstrate the safe use of medical equipment.
- 05.02 Recognize and report safety hazards.
- 05.03 Identify and practice security procedures for medical supplies and equipment.
- 05.04 Demonstrate proper body mechanics.
- 05.05 Demonstrate the procedure for properly identifying patients.
- 05.06 Demonstrate procedures for the safe transport and transfer of patients.
- 05.07 Describe fire safety and evacuation procedures.
- 05.08 Discuss JCAHO patient safety goals. (www.JCAHO.org)

06.0 RECOGNIZE AND RESPOND TO EMERGENCY SITUATIONS

-- The student will be able to:

- 06.01 Monitor and record vital signs.
- 06.02 Describe legal parameters relating to the administration of emergency care.
- 06.03 Obtain and maintain CPR skills.
- 06.04 Demonstrate basic understanding of first aid and emergency care.

- 06.05 Recognize adverse drug related emergencies and take appropriate first aid action.
- 07.0 RECOGNIZE AND PRACTICE INFECTION CONTROL PROCEDURES
 - The student will be able to:
 - 07.01 Demonstrate knowledge of medical asepsis and practice procedures such as handwashing and isolation.
 - 07.02 Demonstrate knowledge of surgical asepsis as utilized in sterilization.
 - 07.03 Describe how to dispose correctly of biohazardous materials, according to appropriate government guidelines such as OSHA.
- 08.0 DEMONSTRATE COMPUTER LITERACY -- The student will be able to:
 - 08.01 Define terms and demonstrate basic computer skills.
 - 08.02 Describe the uses of computers in health care.
- 09.0 DEMONSTRATE EMPLOYABILITY SKILLS -- The student will be able to:
 - 09.01 Conduct a job search.
 - 09.02 Secure information about a job.
 - 09.03 Identify documents that may be required when applying for a job.
 - 09.04 Complete a job application form correctly.
 - 09.05 Demonstrate competence in job interview techniques.
 - 09.06 Identify or demonstrate appropriate responses to criticism from employer, supervisor, or other persons.
 - 09.07 Identify acceptable work habits.
 - 09.08 Demonstrate knowledge of how to make job changes appropriately.
 - 09.09 Demonstrate desirable health habits.
 - 09.10 Recognize appropriate affective/professional behavior.
 - 09.11 Write an appropriate resume.
- 10.0 DEMONSTRATE KNOWLEDGE OF BLOOD BORNE DISEASES, INCLUDING AIDS
 - The student will be able to:
 - 10.01 Distinguish between fact and fallacy about the transmission and treatment of diseases caused by blood borne pathogens including Hepatitis B.
 - 10.02 Identify community resources and services available to the individuals with diseases caused by blood borne pathogens.
 - 10.03 Identify "at risk" behaviors which promote the spread of diseases caused by blood borne pathogens and the public education necessary to combat the spread of these diseases.
 - 10.04 Apply infection control techniques designed to prevent the spread of diseases caused by blood borne pathogens to the care of all patients following Centers for Disease Control (CDC) guidelines.
 - 10.05 Demonstrate knowledge of the legal aspects of AIDS, including testing.
- 11.0 APPLY BASIC MATH AND SCIENCE SKILLS -- The student will be able to:
 - 11.01 Draw, read, and report on graphs, charts and tables.

- 11.02 Measure time, temperature, distance, capacity, and mass/weight.
- 11.03 Make and use measurements in both traditional and metric units.

HEALTH UNIT COORDINATOR (12-18) OCP-B

SOC- 43-4171 (Receptionists and Information Clerks)

12.0 INTERPRET AND APPLY MEDICAL TERMINOLOGY SPECIFIC TO HEALTH UNIT CLERKS--The student will be able to:

- 12.01 Identify components of medical terms.
- 12.02 Spell, pronounce and define medical terms, as related to Health Unit Coordinator.
- 12.03 Relate medical terminology to the body systems.
- 12.04 Identify and define standard abbreviations and medical symbols.
- 12.05 Identify apothecary and metric systems.

13.0 ORGANIZE AND MAINTAIN EFFICIENT WORK PRACTICES--The student will be able to:

- 13.01 Arrange daily activities by priority.
- 13.02 Prepare and post unit information lists.
- 13.03 Maintain a supply of assembled medical/surgical admission packets.
- 13.04 Assemble/disassemble addressograph plate.
- 13.05 Distribute forms and articles from in-basket.
- 13.06 Identify, store and maintain unit equipment/supplies in a neat and orderly manner.
- 13.07 Sanitize nursing station equipment.

14.0 PERFORM CLERICAL DUTIES--The student will be able to:

- 14.01 Record patients' allergies.
- 14.02 Prepare and add forms to chart.
- 14.03 Record vital signs and patient information.
- 14.04 Prepare patients' admission chart.
- 14.05 Record admission data on unit records.
- 14.06 Prepare discharge chart for medical records.
- 14.07 Obtain previous admission records/X-rays.
- 14.08 Post all reports on charts.
- 14.09 File and retrieve assorted forms.
- 14.10 Perform patient admission, transfer and discharge procedures.

15.0 PRACTICE SAFETY/SECURITY--The student will be able to:

- 15.01 Participate in emergency or disaster plan, CPR and first aid.
- 15.02 Initiate codes upon nurse's directions.
- 15.03 Contact nursing personnel regarding EKG abnormalities.
- 15.04 Implement appropriate JCAHO patient safety goals.

16.0 OPERATE COMPUTERS--The student will be able to:

- 16.01 Sign on to computers.
- 16.02 Enter data/computer code.
- 16.03 Correct mistakes.

- 16.04 Use back-up system.
 - 16.05 Call up information stored in computer.
 - 16.06 Keyboard at a minimum of 30 words per minute.
- 17.0 READ, INTERPRET AND TRANSCRIBE PHYSICIANS' ORDERS--The student will be able to:
- 17.01 Identify all types of physician's orders.
 - 17.02 Prioritize orders for transcription.
 - 17.03 Prepare and route requisitions manually or via computer.
 - 17.04 Arrange for ordered consultations.
 - 17.05 Schedule patients' treatments or therapy with other hospital departments.
- 18.0 MONITOR EKG RESULTS -- The student will be able to:
- 18.01 Identify and report deviations from normal sinus rhythm.
 - 18.02 Operate monitor equipment.

