

July, 2007

Florida Department of Education
CURRICULUM FRAMEWORK

Program Title: Health Care Services **ATD**
Occupational Area: Health Science Education

Program Number H180708
District CIP 0318.070103-960 hours
CC CIP 0318.070102-32 credits
Grade Level Applied Technology Diploma (ATD)
Length 960 hours
Faculty Credentials Minimum of A. S. Degree in the program area
(See special note)

Basic Skills

English	10
Math	10
Reading	10

Transfer Value 32 college credits

- I. **MAJOR CONCEPTS/CONTENT:** The purpose of this program is to prepare students for employment as Health Services supervisors or medicine and health service management SOC Code 11-9111 Medical & Health Services Managers. This program is for individuals who are currently employed in the health field or seeking employment in mid-management positions in the health field. 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.

The content includes, but is not limited to, leadership and supervisory skills, laws and regulations pertaining to health care facilities and agencies, organizational structure of health care facilities, budgeting and fiscal management, making employee assignments and scheduling, legal aspects of health care, health and safety including CPR and employability skills.

The program is designed for those individuals who already have credentialing in a health profession, i.e. appropriate licensure, certification or registration in their health care field.

This program focuses on broad, transferable skills and stresses understanding and demonstration of the following elements of the health care industry; planning, management, finance, technical and production skills, underlying principles of technology, labor issues, community issues and health, safety, and environmental issues.

- II. **LABORATORY ACTIVITIES:** Clinical learning shall be provided in a health care facility that will meet the learning objectives and will be most comparable to the student's present or future area of employment.

SPECIAL NOTE: Either a community college or school district may offer the Applied Technology Diploma program. A community college may offer as either college credit or vocational credit. A vocational technical center may offer as vocational credit only. Students completing an ATD at a vocational technical center will be awarded the guaranteed college credit upon enrollment at the community college.

This program is part of the Health Services Management A.A.S. or A.S. degree and guarantees transfer of 32 credit hours toward the related A. A. S. or A. S. degree. Minimum entrance requirements for this program include a high school diploma or GED. Student must meet the minimum basic skills to complete this program.

Faculty teaching this program must have a minimum of an associate degree in the discipline area or meet the "exceptional cases" criteria as established by the Southern Association of Colleges and Schools.

No fees will be charged for the transfer of credit from a vocational technical center to a community college. The established statewide fee structure will be adhered to by both delivery systems.

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.

The Health Occupations Students of America (HOSA), Inc., is the appropriate career and technical student organization (CSO) for providing leadership training experiences and reinforcing specific vocational 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-6.064, F.A.C.

The Health Care Services Program, with emphasis on middle management skills, is a complex program requiring current knowledge in both health care and legislation affecting the health care delivery system. Their disciplines can come from a variety of fields, ie: social sciences, nursing, business administration or education.

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.

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.

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.

To augment the program areas, community leaders possessing expertise in specific health care areas may be utilized.

IV. **INTENDED OUTCOMES:**

Outcomes 01-11 are referred to as the Health Careers Core and do not have to be completed if the student has previously completed the Core in another health occupations program at any level. The Core should be taken first or concurrently with the first course in the program. 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 CARE SERVICES (12-20) OCP B SOC Code 11-9111 Medical & Health Services Managers.

- 12.0 Demonstrate leadership and administrative skills basic to management in any health care facility.
- 13.0 Interpret federal, state and local laws as they apply to health care facilities and agencies.
- 14.0 Demonstrate knowledge of operational and organizational structures of health care facilities and agencies.

- 15.0 Demonstrate knowledge of psychological problems among those who need health care and find acceptable solutions.
- 16.0 Demonstrate knowledge of materials and supplies needed to care for clients and how to obtain them for staff.
- 17.0 Demonstrate knowledge of occupational safety and health for clients and employees.
- 18.0 Demonstrate knowledge of appropriate work-loads for each employee and knowledge of the amount of care each client requires.
- 19.0 Review, approve and monitor departmental capital and operational budgets.
- 20.0 Comply with accreditation standards.

**Florida Department of Education
STUDENT PERFORMANCE STANDARDS**

Program Title: Health Care Services- ATD
Secondary Number:
Postsecondary Number: 0318.070102

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 Attain 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.

11.04 Make estimates and approximations and judge the reasonableness of the result.

11.05 Convert from regular to 24 hour time.

11.06 Demonstrate ability to evaluate and draw conclusions.

11.07 Organize and communicate the results obtained by observation and experimentation.

11.08 Ask appropriate scientific questions and recognize what is involved in experimental approaches to the solution of such questions.

11.09 Calculate ratios.

HEALTH CARE SERVICES The following intended outcomes lead to the occupational completion point of SOC 11-9111 Medical and Health Services Managers)- OCP-B

12.0 DEMONSTRATE LEADERSHIP AND ADMINISTRATIVE SKILLS BASIC TO MANAGEMENT IN ANY HEALTH CARE FACILITY--The student will be able to:

12.01 Describe the American Health Care Delivery System, its scope and the organizational climate.

12.02 Identify current trends and perspectives related to the management of health care organizations and the impact of change.

12.03 Interpret managerial principles, practices and processes for the delivery of health care.

12.04 Identify the role, responsibilities and parameters for the various levels of management within health care organizations.

12.05 State the control processes and techniques used to ensure that the objectives, strategies and policies of health care delivery are achieved.

12.06 Relate the various aspects of organizational dynamics (decision making, motivations, leadership, and communication) to the needs and problems of health care organizations.

12.07 Relate human resource practices to the total scope of employee/labor relations, including workforce acquisition, maintenance, and utilization.

13.0 INTERPRET FEDERAL, STATE AND LOCAL LAWS AS THEY APPLY TO HEALTH CARE FACILITIES AND AGENCIES--The student will be able to:

- 13.01 Cite federal, state and local institutional requirements governing the health care facility.
 - 13.02 List required standards and procedures for facility and staff.
 - 13.03 Identify mandatory requirements regarding environmental health and safety standards.
 - 13.04 Discuss the impact of legislative changes on health care facilities and staff.
 - 13.05 Identify the Florida Statutes as applied to health care facilities and health care workers.
- 14.0 DEMONSTRATE KNOWLEDGE OF OPERATIONAL AND ORGANIZATIONAL STRUCTURES OF HEALTH CARE FACILITIES AND AGENCIES--The student will be able to:
- 14.01 Describe the functions and standards of departments in health care facilities.
 - 14.02 Contrast administrative roles and responsibilities in different types of health care agencies.
 - 14.03 Describe principles and philosophies of agencies that deliver health care services.
 - 14.04 Identify several basic principles of medical care.
 - 14.05 State communication techniques within the health care system.
- 15.0 DEMONSTRATE KNOWLEDGE OF PSYCHOLOGICAL PROBLEMS AMONG THOSE WHO NEED HEALTH CARE AND FIND ACCEPTABLE SOLUTIONS--The student will be able to:
- 15.01 Recognize the worth and dignity of each client.
 - 15.02 Accept individual differences, characteristics, and behaviors.
 - 15.03 Recognize the need for a satisfying and safe environment.
- 16.0 DEMONSTRATE KNOWLEDGE OF MATERIALS AND SUPPLIES NEEDED TO CARE FOR CLIENTS AND HOW TO OBTAIN THEM FOR STAFF--The student will be able to:
- 16.01 Evaluate current inventory.
 - 16.02 Prepare purchase orders.
 - 16.03 Utilize sound buying practices.
- 17.0 DEMONSTRATE KNOWLEDGE OF OCCUPATIONAL SAFETY AND HEALTH FOR CLIENTS AND EMPLOYEES--The student will be able to:
- 17.01 Prepare an evacuation plan.
 - 17.02 Plan and conduct fire drills.
 - 17.03 Inspect labels on hazardous or toxic substances.
 - 17.04 Provide appropriate storage for all substances.
 - 17.05 Conduct inservice for employees.
 - 17.06 Post notices required by OSHA (Occupational Safety and Health Administration).
 - 17.07 Implement appropriate JCAHO patient safety goals.
- 18.0 DEMONSTRATE KNOWLEDGE OF APPROPRIATE WORK-LOADS FOR EACH EMPLOYEE AND KNOWLEDGE OF THE AMOUNT OF CARE EACH CLIENT REQUIRES--The student will be able to:

- 18.01 Prepare job descriptions.
 - 18.02 Participate in preparation of care plans.
 - 18.03 Compute staff hours required for total care on one unit.
 - 18.04 Identify factors which alter the amount of care needed and the number of staff hours required for different diagnoses.
- 19.0 REVIEW, APPROVE AND MONITOR DEPARTMENTAL CAPITAL AND OPERATIONAL BUDGETS--The student will be able to:
- 19.01 Develop a capital budget justification format.
 - 19.02 Prepare capital budgets.
 - 19.03 Analyze and approve appropriate capital budget items.
 - 19.04 Develop an operational budget format.
 - 19.05 Analyze and approve appropriate items.
- 20.0 COMPLY WITH ACCREDITATION STANDARDS--The student will be able to:
- 20.01 Develop policies and operational procedures to meet required standards.
 - 20.02 Implement procedures to meet required standards for health care facilities.
 - 20.03 Identify the required standards for health care personnel.
 - 20.04 Apply infection control techniques according to Center for Disease Control (CDC) guidelines.
 - 20.05 Establish liaison with appropriate accrediting organizations.

