



## JUMPSTART- Human Touch Healthcare- Get Started Guide

### Jumpstart Overview

Your Jumpstart course, Human Touch Healthcare, will prepare you for a career in the field of healthcare. This is an online program that provides needed interpersonal skills to help increase your success in an Allied Health Field.

***Through comprehensive discussions, facilitated live sessions and scenario-based activities, you will have the opportunity to learn to use the following interpersonal skills:***

- 1) Emotional intelligence**
  - Learn how to cope with stress and challenges
  - Understand how to partner with others through relationship management
  - Identify the elements of social and self-awareness
  - Understand the importance of self-regulation
- 2) Empathy and Compassion in Healthcare**
  - Identify differences between sympathy, empathy, and compassion
  - Understand common barriers to empathy and how to overcome them
  - Learn how to display empathy through reflective listening
- 3) Effective Communication**
  - Identify the elements of 2 and 3-way communications
  - Understand effective team communication
  - Manage conflict with coworkers and patients
- 4) Teamwork and Collaboration**
  - Apply teamwork practices
  - Learn techniques to adjust and adapt to change
  - Understand accountability and self-leadership
  - Practice different conflict resolution techniques
- 5) Ethics and integrity**
  - Demonstrate a personal and professional code of ethics
  - Act with integrity
  - Understand HIPAA (Health Insurance Portability and Accountability) laws and regulations
  - Display professionalism
- 6) Cultural Competence**
  - Learn how to increase cultural competence self-awareness
  - Utilize techniques to increase awareness for others
  - Practice cultural humility

### Course Materials & Preparation Requirements

- **You must have a computer or mobile device with an internet connection and video capabilities.**

- You will need to have your own email account to be registered into the program
- You will need to set up a Canvas account (we will take care of that for you).
- During the course you will be expected to draft short papers. You will need access to a word processor such as Microsoft Word to complete these assignments. If you do not have access to a word processor, you can use the free version of MS Word online by signing up for an outlook.com email address.

## Jumpstart Timeline

Your jumpstart course will be a total of **8 weeks (about 2 months)**. Please note that this course is **required** for continuation in your program. You must meet with your navigator before, during, and after your course to ensure you are set up for success in your Student Journey. ***Please carefully review the following requirements:***

1. Prior to beginning your Jumpstart, you will need to meet with your navigator to review your Program Checklist. This checklist will ensure that you are ready for your education journey.
2. Once you have secured a start date for your Human Touch Healthcare Jumpstart course, you will be contacted at least one week prior to beginning your course to set up your Canvas account, provided your course Syllabus, and connected with your instructor. You must have your Canvas account set up prior to your start date.
3. You will be required to complete Orientation prior to your start date. Your orientation will be sent to you at least one week prior to beginning your course. For Orientation, you will be asked to review a PowerPoint and sign an acknowledgment stating that you understand the expectations for the course. You will be expected to complete your Orientation prior to you beginning the course.
4. 4 weeks into your Jumpstart course, **you will be required to meet with your navigator to determine optional start dates for your technical program.**
5. Upon completion with a passing grade in the course, you will be able to secure your seat in your technical program. Your navigator will be your point of contact for Ed Provider and start date confirmation.
  - Please note that to pass the course, you must meet both the academic and attendance requirements for your course.

## Course Structure and Time Expectations

This course will be a combination of self-paced study and live workshops with your instructor.

- You will be required to attend live sessions on a weekly basis- 8 live sessions total. There will be at least three (3) time options to choose from for your once a week one-hour live session.
- If you are unable to attend a live session, please contact your instructor to determine optional make up sessions. **More than one missed live session could result in a drop from your course.** Please note that your navigator cannot assist you with scheduling makeup sessions.
- More details surrounding attendance and assignments will be provided in your course syllabus.

## Credential Earned

Throughout the program you will have the opportunity to earn badges for each of the six (6) skillsets mentioned above.

- To receive a badge, you must complete all assignments, attend all live class sessions (unless otherwise excused by the course facilitator) and pass all quizzes with a grade of 75% or better (for more information, see note below).
- Upon completion of the capstone with a passing grade, you will receive a final badge that signifies that you have successfully completed all the requirements for Human Touch Healthcare.

## Frequently Asked Questions

### **Q. What is the difference of instruction by online, remote, and hybrid?**

- 📖 In-person: instruction via live, face-to-face classes
- Online: asynchronous instruction entirely by web-based platform; no in-person, scheduled live interaction (***this is the forum for JumpStart-Human Touch Healthcare Course***)
- Remote: instruction via live, synchronous interaction at a scheduled time, but via digital connection like Zoom or Teams, not live and in-person
- Hybrid class: combines some in-person, some remote, and some online elements
- Hybrid model or mode of instruction: university instructional model with a variety of means of instruction (some classes, in-person, some online, some remote, etc).

### **Q. Are all incoming students required to complete orientation?**

- A. Yes, orientation is required for all students taking a Jumpstart Course You will not be able to begin the Jumpstart class until you participate in viewing the orientation PowerPoint. If you are unable to complete the orientation PowerPoint, you must contact your Navigator.

### **Q. How will I complete my orientation PowerPoint?**

- A. One week prior to the start date of the course you will receive the PowerPoint via email and be required to email your instructor the last page as acknowledgment of completion.

### **Q. What is the best way to stay up to date regarding announcements related to COVID-19?**

- A. Up-to-date information will be sent to you via the email we have on record and in the Announcements section of your online course.

### **Q. Can I change my mind during my onboarding process?**

- A. If you are concerned about your choice of program, you will need to reach out to your navigator immediately to discuss options.

### **Q. Do I have to pay my fees prior to the orientation session?**

- A. Yes, the program fees must be made prior to a seat being assigned to you.

### **Q. Is there an orientation program for parents and families?**

- A. There is not a formal orientation.

**Q. Can I switch programs once I start?**

A. Once you start your terminal program, you will be unable to switch programs.

**Q. Will I have to re-take take Jump Start if I change my terminal program once started?**

A. If your program switch is approved, you will not be required to retake Jumpstart.

**Q. I have completed the orientation, but I have not received a confirmation email. What should I do?**

A. Email your instructor immediately.

**Q. Can I get a refund if I change my mind?**

A. Your registration fee is nonrefundable.

**Q. What equipment will I need to begin the program?**

**A. You must have a computer or mobile device with an internet connection and video capabilities.** You will need to have your own email account to be registered into the program. You will need to set up a Canvas account (we will take care of that for you). During the course you will be expected to draft short papers. You will need access to a word processor such as Microsoft Word to complete these assignments. If you do not have access to a word processor, you can use the free version of MS Word online by signing up for an outlook.com email address.

**Q. What digital Learning Management System will be used for the program?**

A. [Canvas](#) will be used for orientation and will include modules as well as an imbedded "Start Here." Any issues regarding Canvas can be sent to [canvashelp@futurahealth.org](mailto:canvashelp@futurahealth.org)

**Q. How do I request accommodation for the online orientation and video modules?**

A. If you have a disability and need accommodations, please contact your Educational Provider as soon as possible.

**Q. What do I do about immunization requirements?**

A. Refer to your Terminal Program School specific requirements. You can discuss this with your navigator.