



Futuro Human Touch Healthcare Syllabus

COURSE INFORMATION

Futuro human touch healthcare is an online program that provides needed interpersonal skills to help increase success in Allied Health Fields. This course offers Futuro Health Scholars engagement and interaction with the dynamic focus on "soft skills" in health care. Through comprehensive discussions, simulation, and scenario-based activities, Futuro Health Scholars will have the opportunity to understand the importance of the following interpersonal skills:

1. emotional intelligence
2. empathy and compassion in healthcare
3. effective communication
4. cultural competence
5. teamwork and collaboration
6. ethics and integrity

Course Learning Outcomes

The outcomes are the skills we expect you to demonstrate by the time you complete the course. As you move through the course you will be exposed to new information that will help you understand and use these outcomes. Below you will see references to the outcomes below. This is how you will know where they are being included in your learning. You will also see them referenced in the grading rubrics in your assignments. They are as follows.

By the end of this course, you will be able to:

1.
 1. Recognize the specific cultural values and beliefs of others and react appropriately to them by considering the cultural context of others. *Outcome: (HTHC 1)*
 2. Choose situation appropriate strategies to understand both verbal and nonverbal cues and clearly communicate ideas based on those strategies. *Outcome: (HTHC 2)*
 3. Apply emotional intelligence concepts to understand their own emotional reactions and evaluate the emotional reactions of those they interact with professionally. *Outcome: (HTHC 3)*
 4. Employ empathy principles to understand others emotional experiences and points of view. *Outcome: (HTHC 4)*
 5. Explain the importance of integrity and ethical decision making in healthcare settings with specific application to patient/client and coworker interactions. *Outcome: (HTHC 5)*
 6. Describe collaboration techniques used to work with others in a group toward achieving a common goal. *Outcome: (HTHC 6)*

In this course you will learn to:	Where you will demonstrate your learning:	In-Demand Skill
<p>Introduction – Welcome</p> <p><i>Outcomes: HTHC 1-6 Introduction</i></p>	<p>Week 1 - Assessments, discussion, written assignments, and activities</p>	<p>Understanding the overall objectives of the course and expectations</p>
<p>Emotional Intelligence</p> <p><i>Outcomes: Reinforcement of HTHC 2, 3, and 6</i></p>	<p>Week 2 - Assessments, discussion, written assignments, and activities</p>	<p>Awareness of the overall health of the patient</p>
<p>Empathy and compassion in healthcare</p> <p><i>Outcomes: Reinforcement of HTHC 1, 2, and 4</i></p>	<p>Week 3 - Assessments, discussion, written assignments, and activities</p>	<p>Putting yourself in another's shoes</p>
<p>Effective communication</p> <p><i>Outcomes: Reinforcement of HTHC 1-6</i></p>	<p>Week 4 - Assessments, discussion, written assignments, and activities</p>	<p>Impact of verbal and non-verbal communication</p>
<p>Cultural competence</p> <p><i>Outcomes: Reinforcement of HTHC 1, 3, 5, and 6</i></p>	<p>Week 5 - Assessments, discussion, written assignments, and activities</p>	<p>Understanding different cultures: Impacts how care is delivered</p>
<p>Teamwork and collaboration</p> <p><i>Outcomes: Reinforcement of HTHC 1-4 and 6</i></p>	<p>Week 6 - Assessments, discussion, written assignments, and activities</p>	<p>The ability to work on a team effectively</p>
<p>Ethics and Integrity</p> <p><i>Outcomes: Reinforcement of HTHC 3, 5, and 6</i></p>	<p>Week 7 - Assessments, discussion, written assignments, and activities</p>	<p>Doing the right thing when no one is looking</p>
<p>Capstone</p> <p><i>Outcomes: Demonstrated mastery of HTHC 1-6</i></p>	<p>Week 8 – Reflective written culminating activity</p>	

Materials

INTERNET ACCESS

Futuro Health Scholars must have a computer or mobile device with an internet connection and video capabilities (we want to see you!), your own email account registered into the program, Canvas account (we will take care of that for you), and time to complete the course.

During the course you will be expected to write several short papers. You will need access to a word processor such as Microsoft Word to complete these assignments. You will need to save your assignments in .doc or .docx format and upload these documents in the course. 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.

Supported Computer Browsers

We support the current and first previous major releases of the following browsers:

- **Chrome** 93 and 94
- **Firefox** 92 and 93

Mobile Browsers

Visit the Apple store or the Play store to download mobile browsers. The following major browsers are compatible with mobile devices:

iOS

- Chrome

Android

- Chrome (default browser with limited Canvas support)*
- Internet
- Firefox

*Android default browser varies per mobile device.

Important: Safari and Edge do not work with Futuro Health courses. Use the above browsers only.

Grading Overview

GRADING OVERVIEW

Note: Assignments are due Sunday at midnight unless indicated otherwise. Initial discussion posts are due Thursday and the 2 required responses are due Monday.

Week and Topic	Activities	Assignments and Points
Week 1 – Introduction and Terms	Introduction to Health Care Industry Terminology and Personnel Pre/Post Assessments; comprehensive discussions and scenario-based activities	What Are You Hoping to Learn? <i>(30 points)</i> Meet the rising healthcare stars! (Hint: YOU!!) <i>(20 points)</i>
Week 2 – Emotional Intelligence	Pre/Post Assessments; comprehensive discussions and scenario-based activities	Live Session: Emotional Intelligence <i>(50 points)</i> Your Jams: Emotional Connection <i>(20 points)</i> Understanding Our Stress Triggers <i>(30 points)</i> Ask an Expert: Ways to Reduce Stress <i>(20 points)</i> Resolves: What Would You Do? Damian <i>(30 points)</i> Flex Your EQ Knowledge <i>(20 points)</i>
Week 3 – Empathy and compassion in healthcare	Pre/Post Assessments; comprehensive discussions and scenario-based activities	Live Session: Empathy <i>(50 points)</i> Empathy Assessment <i>(30 points)</i> Creating a Safe Space <i>(20 points)</i> Resolves: What Would You Do? Mr. Lee <i>(30 points)</i> Pay It Forward <i>(20 points)</i> Flex Your Empathy Knowledge <i>(20 points)</i>
Week 4 – Effective communication	Pre/Post Assessments; comprehensive discussions and scenario-based activities	Live Session: Effective Communication <i>(50 points)</i>

Week and Topic	Activities	Assignments and Points
		<p>ABC's of Effective Communication <i>(30 points)</i></p> <p>What Inspires You? <i>(20 points)</i></p> <p>Resolves: What Would You Do? Rebecca <i>(30 points)</i></p> <p>Flex Your Effective Communication Knowledge <i>(20 points)</i></p>
Week 5 – Cultural competence	Pre/Post Assessments; comprehensive discussions and scenario-based activities	<p>Live Session: Cultural Competence <i>(50 points)</i></p> <p>Ready to Take the Implicit Association Test? <i>(30 points)</i></p> <p>Resolves: What Would You Do? Dr. Robinson <i>(30 points)</i></p> <p>Flex Your Cultural Competence <i>(20 points)</i></p>
Week 6 – Teamwork and collaboration	Pre/Post Assessments; comprehensive discussions and scenario-based activities	<p>Live Session: Teamwork <i>(50 points)</i></p> <p>Your Experience with Teams <i>(20 points)</i></p> <p>Resolves: What Would You Do? Dr. Franklin <i>(30 points)</i></p> <p>Flex Your Teamwork Knowledge <i>(20 points)</i></p>
Week 7 – Ethics and Integrity	Putting it all together	<p>Live Session: Ethics and Integrity <i>(50 points)</i></p> <p>Navigating Unethical Dilemmas <i>(20 points)</i></p> <p>Resolves: What Would You Do? Mr Lee and Charlie <i>(30 points)</i></p> <p>Flex Your Ethics and Integrity Knowledge <i>(20 points)</i></p>
Week 8 - Capstone	Final Paper Due	Capstone <i>(90 points)</i>

Note: Assignments are due Sunday at midnight unless indicated otherwise.

GRADING BREAKDOWN BY POINTS

Every assignment in this course is graded using a scoring guide called a rubric. Rubrics are broken down by points and show you what is expected for the assignment and how to get the most possible points. You will find the rubric attached to each assignment for your reference.

The following is a table of the types of activities that allow you to earn points in this course. The course has a total possible point value of **1000**. **To successfully pass this course, you must complete it with a minimum of 700 points AND COMPLETE the CAPSTONE.**

- 11 Assignments worth 30 points each = 330 points total
- 8 Discussions worth 20 points each = 160 points total
- 6 Quizzes worth 20 points each = 120 points total
- 6 live sessions worth 50 points each = 300 points total
- 1 Capstone Assignment = 90 points total

This gives you a total of 1000 possible points in the class. You can keep track of your progress using the Grades link on the left navigation of your course in Canvas.

More information regarding point break down is located under Assignments and Policies.

Assignments and Policies

HUMAN TOUCH HEALTHCARE EXPERIENCES:

Live Sessions:

Most of this course is available online, and you can participate when you have time. The Live Sessions are different. These are meant to be an opportunity to learn and ask questions with your instructor present. Some of what is talked about in the Live Sessions is a review of what you have done online, and some of it will be new material, so you are expected to attend and participate. Do not worry if you are unfamiliar with learning this way. Your instructor has been doing this a long time and you are among friends in this class.

Surveys:

Along the way you will participate in surveys that will be a means of not only gauging how you are feeling about the class, but also will help us understand how much you are learning and how we can help you learn better as we go through the course. This is a check-up to see if we can help you understand more or differently. By the way; surveys aren't graded in any way.

Flex Your Knowledge Quizzes:

You'll participate in quizzes that are designed to show you how much you have learned. Since this is a college level course, you'll be expected to meet minimum grading standards in the quizzes to complete the course. What we are expecting is outlined below under grading. Flex Your Knowledge Quizzes are one of the ways we make sure you are understanding what we are presenting in the course materials. Each learning check is worth 20 points.

Assignments:

These are designed to help you think about what you are learning in the context of your life experiences. We want you to use what you are learning in this course as a tool set for being the best you can be as a healthcare provider. That means being able to draw on what you already know and have experienced along with the tools you learn in this class. This is something called synthesis. **Unless the assignment description states something else, the assignments should be at least one page (250 words) in length.** Each assignment is worth 30 points.

Discussions:

The idea behind the discussions is that we are all better if we work together. The discussions are intended for you to write about what you are learning in this course, read the ideas and thoughts of others, and compare your thoughts. You'll have an opportunity to tell us your thoughts and respond to others. **Your initial discussion post should be at least two paragraphs in length (a paragraph consists of three complete sentences) and your peer replies at least a paragraph in length.** Each discussion is worth 20 points

Visual stories and scenarios:

This course is about learning to use a human touch in your career. We use stories and videos to show you some of the real-life experiences that you will see in your career. It is one thing to read about how to do something, and a completely different matter to see them in real life. That makes sense because most of us learn best by seeing and doing.

Badges:

One of the great things about learning online is that you can provide proof of what you have learned in other ways than simply a diploma or transcript. As you complete the modules in this course, you will earn completion badges. At the end of the course, you'll receive a Human Touch Healthcare badge. The badge signifies your accomplishments and can be shared on social media such as Facebook or as part of your LinkedIn profile. There will be more information on what it is and how you can take advantage of it later in the course.

A Capstone Assignment:

The final step in this course is creating a project that demonstrates all the things that you have learned in this course. It is a means of celebrating your learning and showing each other and the world what you have accomplished. **Capstone papers should be a minimum of three pages (750 words) in length.** Your capstone paper is worth 90 points.

BADGING

Throughout the program you will have the opportunity to earn badges for each of the six (6) skillsets mentioned above. Certain point criteria must be met at the conclusion of each module to receive the module badge. The point criteria are as follows:

Module	Total Available Points Cumulative per Week	Total Points Needed to Earn Module Badge And Minimum Points (cumulative) to Pass Course
Week 1: Introduction	50	35
Week 2: Emotional Intelligence	220	154
Week 3: Empathy	390	273
Week 4: Effective Communication	540	378
Week 5: Cultural Competence	670	469
Week 6: Teamwork	790	553
Week 7: Ethics & Integrity	910	637
Week 8: Capstone	1000	700

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.

ATTENDANCE POLICY

A Futuro Health Scholar enrolled in an online course is expected to attend all the scheduled Live Sessions of the course in the group they are assigned. It is the Futuro Health Scholar's responsibility to be aware of this policy. Futuro Health Scholars are to be on time and ready to participate (this means we prefer your video on). Futuro Health Scholars should be respectful of their classmates as well as the Facilitator.

Futuro Health Scholars are expected to log in to the course at least once every other day. The final project in the course requires a mastery of the material in all previous units and a Futuro Health Scholar that falls behind in the readings and discussion will not be able to complete the final project. If for some reason, you are not able to login at least every other day and complete the readings, videos, discussions, and assignments, or attend the required webinars, please discuss this situation with the instructor.

MAKE UP ASSIGNMENT POLICY

Due dates for every assignment are posted in Canvas. Unless otherwise stated, assignments are due on those days.

Missed Assignment:
An assignment submitted 24 hours after the due date will only be eligible for 80% of the

maximum number of points allotted. Assignments submitted more than 24 hours after the due date will not be accepted. If you experience extenuating circumstances (e.g., you are hospitalized) that prohibit you from submitting your assignments on time, please let the instructor know and they will evaluate these instances on a case-by-case basis. It is the responsibility of the Futuro Health Scholar to make arrangements for the make-up work.

Missed Live Session:

You may still submit the "Live Session Form" for partial points. To find the Live Session Form, click on "Modules" on the left menu bar and scroll down to the current module. Then, click on the "Live Session" page. Use the link to the "Live Session Resource" to complete the "Live Session Form". **The form must be submitted by the module due date to receive points. Live Session Forms submitted after the module due date will not be accepted.**

ACADEMIC INTEGRITY POLICY

The Futuro Health Human Touch Healthcare values academic honesty and integrity. Each Futuro Health Scholar has a responsibility to understand, accept, and comply with the Futuro Health standards of academic conduct, as well as policies established by each college. Cheating, collusion, misconduct, fabrication, and plagiarism are considered serious offenses and violations can result in penalties and dismissal from the course.

DISABILITY STATEMENT

Futuro Health will provide reasonable accommodation for persons with documented disabilities. Futuro Health Scholars need to notify their Navigator. To be assured of having services when they are needed, Futuro Health Scholars should notify your Navigator no later than the first week of Futuro Health Human Touch Healthcare Course.

FUTURO HEALTH SCHOLARS WITH DISABILITIES

If you are a Futuro Health Scholar with a disability who requires accommodation, please contact your navigator.