Course Title

Human Touch Healthcare (HTH)

Course Description

Course Overview and Purpose: The Human Touch Healthcare course is a six-week, online program designed to develop the interpersonal skills essential for success in allied health careers. This course emphasizes the importance of "soft skills" in healthcare environments, including effective communication, empathy, professionalism, and collaboration.

Students will engage in guided discussions, simulations, and scenario-based activities to explore how interpersonal skills impact patient care, workplace relationships, and team dynamics. By the end of the course, students will have a deeper understanding of the interpersonal competencies necessary to thrive in healthcare settings.

Prerequisites: No required prerequisites.

Course Objectives

This course is designed to provide students with a comprehensive understanding of the essential soft skills required to succeed in today's healthcare environment. Throughout the curriculum, students will explore key concepts and principles that are essential for their development. They will acquire practical skills, engage in critical thinking, and gain valuable insights that will empower them to apply their knowledge in real-world situations. By the end of the course, students will be well-equipped with the tools necessary for success in their future endeavors.

Instructor Information

Your instructor will be your primary point of contact for questions or concerns related to this course. You may contact your instructor directly through Canvas by clicking "Inbox" in the left navigation bar, selecting your course, then choosing your instructor's name. They are happy to guide and support you during your time in this course, so please reach out to them with any questions or concerns that may arise.

Student Learning Objectives (SLOs)

Learning outcomes describe the key skills and knowledge you are expected to demonstrate by the end of this course. As you progress, you'll encounter content and activities designed to help you understand and apply these outcomes.

You'll see references to these outcomes throughout the course, including assignment instructions and grading rubrics, so you'll know exactly how they're being integrated into your learning experience.

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

1. Analyze real-world healthcare scenarios to determine appropriate, ethical responses that demonstrate empathy, cultural sensitivity, and professional accountability.
2. Evaluate personal emotional responses and interpersonal dynamics to cultivate ethical, empathetic, and compassionate relationships that honor the cultural context and lived experiences of others.
3. Apply clear, empathetic, and culturally responsive communication strategies that promote trust, understanding, and inclusive, patient-centered care across diverse populations.
4. Evaluate personal cultural awareness and implicit biases to develop equitable, culturally responsive practices that respect the diverse values and beliefs of patients and colleagues.
5. Apply teamwork and conflict-resolution strategies to foster inclusive collaboration, clarify roles, and contribute to high-quality, coordinated care.
6. Engage in critical self-reflection and incorporate feedback to enhance communication, strengthen ethical practice, promote empathy and cultural responsiveness, and support professional development.

Required Technology and Textbooks

Data entry is accomplished using computers in the healthcare workplace, and the same will be expected here. For this course, you must have a laptop or desktop computer (***no mobile devices or tablets allowed***), an internet connection, and video capabilities (we want to see you!).

Supported Computer Browsers

Canvas supports the current browsers; please use the most recent version:

- **Chrome**
- **Firefox**

Futuro Health's courses are **NOT fully supported through mobile devices or the Canvas app.** Using these methods will result in limited access to course content or the loss of submitted work.

Textbooks

Textbooks are not required for the Human Touch Healthcare course.

Online Resources

For additional information on how to navigate your course in Canvas, please visit the following link: Canvas Student Guides

Support Services

Scholar Support

For any questions or concerns not directly related to Human Touch Healthcare, please reach out to your assigned support staff, who are best equipped to assist you. You can contact them directly via their provided email address or through Scholar Support at: help@futurohealth.org.

Canvas Support

If you experience issues while using Canvas and need technical assistance, please contact Canvas Technical Support at: canvashelp@futurohealth.org

Disability Support

Futuro Health will provide reasonable accommodation for persons with documented disabilities. To ensure you have access to services when needed, if you are a scholar with a disability who requires accommodations, please contact the Success Coach or the Enrollment Advisor, or email ada@futurohealth.org

Grading Overview

Grade Breakdown

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

Course Modules:
1. Emotional Intelligence
2. Empathy and Compassion
3. Effective Communication
4. Cultural Competence
5. Teamwork and Collaboration
6. Ethics and Integrity

The following is a table of the activities that provide the opportunity to earn points on this course.

Week Due	Assignment and Description	Total Possible Points
Week 1 Emotional Intelligence	Meet the rising healthcare stars! (Hint: YOU!!) Understanding Our Stress Triggers Resolves: A Stressful Moment at the Front Desk Ask an Expert: Ways to Reduce Stress Flex Your EQ Knowledge **Live Session: Emotional Intelligence**	20 30 30 20 20 50
Week 2 Empathy and Compassion	Empathy Assessment Creating a Safe Space Resolves: A Difficult Morning for Ms. Lee Pay It Forward Flex Your Empathy Knowledge **Live Session: Empathy**	30 20 30 20 20 50
Week 3	ABCs of Effective Communication Resolves: A Rough First Impression What Inspires You?	30 30 20

Week Due	Assignment and Description	Total Possible Points
Effective Communication	Flex Your Effective Communication Knowledge **Live Session: Effective Communication**	20 50
Week 4 Cultural Competence	Ready to Take the Implicit Association Test? Resolves: A Misunderstood Concern Reflecting On the Importance of Cultural Competence Flex Your Cultural Competence **Live Session: Cultural Competence**	30 30 20 20 50
Week 5 Teamwork and Collaboration	Your Experience with Teams Resolves: The Missed Lab Order The Power of Teamwork in Healthcare: A Life-or-Death Difference Flex Your Teamwork Knowledge **Live Session: Teamwork**	20 30 20 20 50
Week 6 Ethics and Integrity	Resolves: The Shortcut Navigating Unethical Dilemmas Flex Your Ethics and Integrity Knowledge **Live Session: Ethics and Integrity** Final Assessment	30 20 20 50 100

Passing Criteria

To successfully pass this course, the following requirements must be met:

1. **Achieve a minimum score of 70% on the Final Assessment.**
2. **Earn a minimum of 700 total course points.**

Course Experiences

- **Live Sessions:** While most of this course is available online and can be completed on your own schedule, Live Sessions are a key exception. These sessions provide a valuable opportunity to engage directly with your instructor, ask questions, and deepen your understanding through real-time discussion. Some sessions will reinforce what you've already covered, while others will introduce new material, making attendance and participation essential. If you're new to this style of learning, don't worry. Your instructor is experienced, and you're in a supportive learning community.

- **Visual stories, interactives, and scenarios:** This course incorporates stories, interactives, and videos to illustrate real-life scenarios you may encounter in your career. While reading about concepts is important, seeing them in action can provide a deeper, more practical understanding. These visual and narrative examples are included to support different learning styles, especially for those who learn best through observation and hands-on experiences.

- **Learning Checks:** Throughout the course, you'll complete learning checks and quizzes designed to help you measure your understanding of the material. These assessments serve as checkpoints to reinforce key concepts and track your progress. To successfully complete the course, you'll need to meet the minimum required scores on these quizzes.

- **End-of-Course Survey:** At the end of the course, you'll be invited to complete a survey designed to capture your overall experience. Your feedback is incredibly valuable and plays a key role in helping us evaluate the course's effectiveness and guide future improvements. The survey is completely anonymous, so please feel free to share your honest thoughts. Participation is not graded and will not impact your standing in the course.

- **Final Assessment**: You will complete a final assessment at the end of this course. The final assessment is a critical component of any educational course as it measures your understanding and mastery of the course material, ensuring you have achieved the intended learning outcomes. It also allows you to reflect on your progress throughout the course, recognizing areas of strength and identifying opportunities for further improvement. Ultimately, the final assessment is not just a measure of performance, but a tool to enhance understanding, foster growth, and prepare you for success beyond the course.

- **Badges:** One of the benefits of online learning is the ability to showcase your achievements in more dynamic ways than traditional transcripts or diplomas. Upon successful completion of this course—and once all required criteria have been met—you will earn a digital completion badge. This badge represents your accomplishment and can be proudly shared on platforms like LinkedIn or Facebook to highlight your skills and commitment to professional growth.

  To receive module badges in Human Touch Healthcare, you must earn at least 70% of the total available points on EACH assignment in the module.

Futuro Health Course Policies

Assignment Policy

Written Assignments

Assignments in this course are designed to help you connect what you're learning to your own life and experiences. Our goal is for you to use the concepts and skills from this course as a toolkit to support your success in your role. This involves applying new knowledge and drawing on your existing insights and experiences to deepen your understanding of the material presented and your growth.

- Unless the assignment description states otherwise, assignments should be no less than 250 words in length.
- All sentences must be complete.
- Grammar and punctuation are expected to be at a 12th-grade level.

Make-Up Assignment Policy

For assignments with specific deadlines, due dates will be clearly listed within the course. The following late submission policy applies to these assignments:

- **Late Assignments:**
  - Assignments submitted within 24 hours after the due date will be eligible for a maximum of 80% of the total points.
  - Assignments submitted more than 24 hours late will not be accepted and will receive a zero.

Important: If you are facing extenuating circumstances—such as hospitalization or a serious personal emergency—**contact your instructor immediately.** Without timely communication, missed assignments cannot be made up.

Discussions

In this course, you will participate in discussion assignments. These are designed to create a collaborative learning environment where everyone benefits from shared perspectives. Discussions provide the opportunity to reflect on what you're learning, share your insights, and engage with the ideas of your peers. You'll be able to express your thoughts and respond thoughtfully to others, helping to deepen understanding through meaningful dialogue.

- The initial discussion post should be at least two paragraphs long *(a paragraph consists of five complete sentences).*
- All peer replies are at least a paragraph in length (*a paragraph consists of five complete sentences).*

Final Assessment

Final Assessment Requirement

- All students enrolled in Human Touch Healthcare must complete a final assessment.
- This assessment evaluates your mastery of the course competencies and is essential for completing the course.

Passing Criteria

- To pass the final assessment, you must achieve a minimum score of 70%.

Assessment Details

- Specific information about the final assessment, including format (e.g., proctored or non-proctored), type (e.g., open-book or closed-book), duration, and any additional requirements, is provided in the Canvas course.
- Please review the "Final Assessment" module in Canvas for complete details and instructions.

Support and Questions

- If you have questions about the final assessment or need assistance, contact your instructor via Canvas messaging or refer to the course resources in Canvas.
- Ensure you prepare adequately by reviewing course materials and completing all assignments leading up to the assessment.

Attendance Policy

Because this course covers a significant amount of material, it's essential that you dedicate sufficient time each week to complete your assignments. Futuro Health Scholars are expected to log in at least every other day to stay on track with readings, interactives, videos, discussions, assignments, and required Live Sessions.

Falling behind can affect your ability to successfully complete the course. If you anticipate any challenges with meeting these expectations, please notify your instructor immediately so they can support you in staying on track.

Live Sessions

Missed live sessions cannot be made up. Therefore, it is imperative that arrangements are made for you to attend. In the rare event that the instructor is not able to offer two distinct attendance options each week (e.g., holiday or weather issues), the instructor will provide an alternate method of earning session points for that week.

Futuro Health Standards of Academic Conduct

At Futuro Health, we are committed to fostering a learning environment that upholds integrity, respect, and professionalism. As future healthcare professionals, students are expected to adhere to the following Academic Standards of Conduct to ensure academic success and alignment with the ethical standards of the healthcare industry.

Academic Integrity

Submit original work for all assignments, exams, and projects. Plagiarism, including copying others' work, using unauthorized resources, or failing to properly cite sources, is strictly prohibited.

- Do not engage in cheating, such as sharing answers, using unauthorized aids during assessments, or misrepresenting your work.
- Follow all instructor guidelines for collaboration and group work to ensure fair contributions.

Respectful Conduct

- Treat instructors, peers, and staff with courtesy and respect in all interactions, whether in-person, online, or in clinical settings.
- Engage in discussions and activities with professionalism, valuing diverse perspectives and maintaining a constructive tone.
- Avoid disruptive behaviors, such as interrupting others, using inappropriate language, or engaging in disrespectful communication.

Compliance with Policies

- Adhere to all Futuro Health policies, including those outlined in the course syllabus, student handbook, and program-specific guidelines.

- Follow rules for attendance, punctuality, and participation, as these reflect the accountability required in healthcare settings.

- Comply with confidentiality standards, especially when handling sensitive information in coursework or clinical simulations, in accordance with HIPAA and other relevant regulations.

Responsible Use of Resources

- Use course materials, technology platforms, and institutional resources (e.g., learning management systems, libraries) responsibly and for their intended academic purposes.

- Do not share access to course content, login credentials, or proprietary materials with unauthorized individuals.

Professional Accountability

- Take responsibility for your learning by meeting deadlines, preparing classes, and seeking assistance when needed.

- Communicate promptly and professionally with instructors regarding absences, late submissions, or other concerns.

- Demonstrate ethical behavior consistent with healthcare professions, including honesty, reliability, and a commitment to patient-centered values.

Reporting Violations

- Immediately report any observed violations of these standards, such as academic dishonesty or disrespectful behavior, to the instructor or program administration.

- Cooperate fully in any investigation of alleged misconduct while maintaining confidentiality.

Consequences of Violations

Violations of these Academic Standards of Conduct may result in disciplinary actions, including but not limited to warnings, grade penalties, course failure, or dismissal from the program, depending on the severity and frequency of the violation. All cases will be reviewed fairly in accordance with Futuro Health's disciplinary procedures outlined in the student handbook.

Commitment to Excellence

By enrolling in a Futuro Health course, you agree to uphold these standards and contribute to a culture of integrity and professionalism. These expectations prepare you not only for academic success but also for a rewarding career in healthcare, where trust and ethical conduct are paramount.

If you have questions about these standards or need guidance, contact your instructor or program advisor.