HUMAN TOUCH HEALTHCARE (TM) SNAPSHOT

CANVAS

CATALOG

- https://futurohealth.org/allied-health-programs/human-touch-healthcare/

Human Touch Healthcare (TM) (HTH) is a specialized course that focuses on soft skills, such as cultural competence, communication, teamwork, and empathy. These skills can impact virtually every aspect of how a patient or family member might evaluate their healthcare encounter. Those same soft skills make a difference in the workplace as well. HTH creates an environment that allows one to understand themselves and the impact their soft skills and behavior will have on any outcome.

PROGRAM SCHEDULE

Human Touch Healthcare is a 6-week course offered entirely online. This course is asynchronous except for a weekly one-hour live session and a final capstone paper required for its successful completion.

There are 6 competency badges students will earn with the successful completion of the course and are listed below and a 7th for the completion of their Capstone:

- Emotional Intelligence
- Teamwork
- Ethics and Integrity
- Cultural Competence
- Communication
- Empathy

SCHOLAR OUT OF POCKET COSTS

Futuro Health covers the cost of tuition for the Human Touch Healthcare course, however, there are out-of-pocket costs required from the scholar for enrollment.

- A non-refundable $150 application fee

BEST SCHOLAR POINT OF CONTACT

With questions regarding enrollment or course related questions, please use the information listed below:

- Brooke Schmidt, Program Coordinator, bschmidt@futurohealth.org

COURSE MATERIALS & PREPARATION REQUIREMENTS

Scholars must have access to a computer with an internet connection and video capabilities. Scholars will also need to have their own email account to be registered into the program

During the course, scholars will be expected to draft short papers. Scholars will need access to a word processor such as Microsoft Word to complete these assignments. If scholars do not have access to a word processor, please use the free version of MS Word online by signing up for an outlook.com email address.

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 the HTH course. You cannot begin the Jumpstart class until you participate in viewing the orientation PowerPoint. One week before the course's start date, you will receive the PowerPoint via email.

Q. Can I use my mobile device to complete assignments or participate in the course?

A. No, mobile devices are not permitted for submitting assignments or participating in live sessions. This may result in missed assignments or deadlines. Please have consistent and reliable access to a computer with internet access for successful completion of this course.

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

A. If you are concerned about your program choice, you must contact your Success Coach immediately to discuss options.

Q. Do I have to pay my fees prior to starting my prerequisite course?

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 select a start your technical program, you will be unable to switch programs.

Q. Will I have to re-take HTH if I change my technical program?

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

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

A. Your application fee is nonrefundable.

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@futurohealth.org

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

A. If you have a disability and need accommodation, please contact appeals@futurohealth.org as soon as possible.

Q. What do I do about immunization requirements?

A. Refer to the specific requirements in the Technical Program Educational Provider's Snapshot. You can discuss this with your Success Coach as well.