

PREPARING FOR CAREERS IN HEALTH CARE

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Adult Basic Education

# Instructor Guide

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## Preparing for Careers in Health Care: An Overview

### What Is this Course?

This course is designed to prepare participants specifically for a future in the health care fields, beginning with training for certified aides. The course is intended to help participants progress from learning about themselves, to learning how to relate to their classmates as their internal customers/clients, to learning how to relate to actual customers and clients in the workplace. Because it is developmental rather than modular, it is not the type of course in which you can pick and choose which lessons you want to cover during any given time period. The weekly lessons have been structured so that they build on one another, ensuring that participants develop a strong foundation of transferable skills.

Week 1	Week 2	Week 3	Week 4
Learning about Self  ↘	Learning about Internal Customers and Clients  ↘	Learning about External Customers and Clients	

The course is designed so that the foundation for learning how to learn and customer/client service through the application of health care is well established by the end of week four.

### What Are the Objectives of this Course?

There are several key objectives of this course. By the end of this course, participants should be able to:

- Apply different strategies for reading difficult material
- Use test-taking strategies for multiple-choice tests
- Apply different strategies for solving basic problems involving ratio and proportion
- Compare different amounts described in metric terms
- Use math to communicate about basic health care issues
- Adjust listening and speaking strategies to ensure effective communication
- Prioritize appropriately
- Suggest strategies for solving work-related issues
- Search for information online and articulate what criteria are used to determine credibility

## What Materials Does this Course Include?

The two major components for this course are the Curriculum and the Participant Book.

- **Curriculum** - The Curriculum consists of all the lessons in this course. The Curriculum is divided into weeks, with each lesson covering one day. Also included in the Curriculum are all the Participant Handouts. Other materials that may be needed for the day's activities are listed under Materials/Preparation.
- **Participant Book** – The Participant Book contains materials to supplement activities in the Curriculum.

## The Standards

The Preparing for Careers in Health Care Course combines the National Health Care Skill Standards and Equipped for the Future's adult education Content Standards. These two sets of standards are integrated and direct application of skills is demonstrated through health care.

### The Equipped for the Future Standards and Framework

The sixteen Equipped for the Future (EFF) Standards describe the core knowledge and skills adults need in order to be effective workers, family members, and citizens. The Standards have been identified through years of research with adults. The sixteen skills identified as necessary to perform adult roles are clustered into four categories: communication, decision-making, interpersonal, and lifelong learning.

### Equipped for the Future Skills

Communication	Decision-Making	Interpersonal	Lifelong Learning
Read with Understanding	Solve Problems and Make Decisions	Cooperate with Others	Take Responsibility for Learning
Convey Ideas in Writing	Plan	Guide Others	Learn through Research
Speak So Others Can Understand	Use Math to Solve Problems and Communicate	Advocate and Influence	Reflect and Evaluate
Listen Actively		Resolve Conflict and Negotiate	Use Information and Communications Technology
Observe Critically			

Shaded areas are those specifically targeted for this course.

In this course, participants will focus on several of the sixteen EFF standards – *Read with*

*Understanding, Speak So Others Can Understand, Listen Actively, Solve Problems and Make Decisions, and Use Math to Solve Problems and Communicate* are integrated into the skills needed in the health care industry; *Plan and Take Responsibility for Learning* are integrated throughout since they are critical to success in the classroom, as well as any other environment.

## **The National Health Care Skill Standards**

The industry core is a set of broad standards that serve as a foundation for occupations and functions across the health services. These standards specify the knowledge and skills that the vast majority of health care workers should have. The 8 broad Standards are:

The National Health Care Skill Standards include the following broad standards:

- Academic Foundation
- Communication
- Systems
- Employability Skills
- Legal Responsibilities
- Ethics
- Safety Practice
- Teamwork

Each of the Standards is broken down into further detail to provide specific applications to clarify what is meant by the Standard. While this course will not focus heavily on any of these areas, it is important that individuals interested in health-related careers understand early on what is expected of them. Participants in this course will see a broader relevancy and transferability of their skills to a range of industries and careers.

## **Combining EFF and Industry Skill Standards**

In order to provide quality client service, health care providers will need to know how to communicate well, especially how to speak and listen. They will need to be able to observe critically since much is communicated by clients' body language. They will need to know how to read critically and apply math so that they do not make careless, and potentially threatening, errors.

Communication skills are also necessary for teamwork. Health care providers need to work with their peers and supervisors in order to provide service that ensures client safety and satisfaction. Along with communication skills, decision-making skills such as being able to plan and to solve problems are critical. The ability to be responsible for one's own learning is also key to being a successful in any field. Without these skills, health care providers will not be able to keep up with the constantly changing needs around them.

These skills – the ability to speak, listen, solve problems, use math, plan, and take responsibility

for one's own learning – are important for all employees, but are especially critical to the health care providers and others who deal directly with clients. These same skills are necessary for adults to function well in environments other than work – home and the community – which often affect work productivity and quality.

### **Performance Rating Scale**

The Performance Rating Scale is organized using the National Health Care Skill Standards. The Performance Rating Scale is to be used as a rating guide for all participants in the course. Participants will use the Scale as a self-assessment tool. Peers and instructors will also use the Performance Rating Scale throughout the course as indicated below.

#### **Performance Rating Schedule**

	<b>Self Rating</b>	<b>Peer Rating</b>	<b>Instructor Rating</b>
Week 1			
Week 2			
Week 3			
Week 4			