**Your career in Health Care-chapter 1**

* Describe the essential core qualities demonstrated by effective health care professionals
* List the personal factors that should be considered when choosing a health care career
* Explain the difference between diagnostic, therapeutic, environmental and \_\_\_\_\_-in the health care setting
* Explain the meaning of “ thinking like a health care professional”
* Describe the problem solving process and apply it to a local and global health problem
* Describe the term scope of practice

**Lifestyle management-chapter 12**

* Explain the importance of a healthy lifestyle
* Explain the formation of a habit
* Describe how each of the following contributes to healthy living in the US culture and other cultures as it pertains to; diet, physical activity sleep and preventative measures
* Explain the concept of stress; and how this is perceived and varies depending on cultural backgrounds, as well as effective ways various cultures deal with stress
* Explain health risks encountered by the health care professional in US settings, and global settings
* List the causes, symptoms and preventive measures for burnout as seen in the US and other clinical settings around the world
* Explain how health care professional can help patients develop good health habits

**Communication process-chapter 16**

* Explain the importance of effective communication among different cultures in health care
* Describe the relationship between effective communication with various culture to enhance patient well–being
* List and describe the steps that occur in effective communication
* Define and explain the four types of questions
* Explain non-verbal communication and give 3 examples for the US and 3 examples from other cultural groups
* Explain the meaning of “active listening” in US culture and how this varies in other cultures
* Define empathy as we view in the US and explain its application in health care
* Explain the meaning of feedback
* Identify common barriers that can prevent effective communication in the US and in other cultural group settings
* List techniques used when communicating with patients with special needs
* Describe the elements that make up effective culturally effective patient education
* Describe good techniques of telephone communication and how this skill will enhance your employability as a health care worker
* List ways to handle situations the involve gossip

**Written Communication-chapter 17**

* Explain why the ability to write clearly and correctly in English is an important skill for the health care professional working in the US
* Most of this unit might be helpful in your ENC 1102 class and papers you need to write for other classes
* Describe when written communication is used with patients in a health care setting

**Computers in Communication-chapter 18**

* Explain why it is important for today’s health care professional to be computer literate
* Describe how computers and technology is applied in the following areas of health care: Information management, treatment, patient monitoring, research, communication, education and collaboration with international health centers
* Describe the positive and negative qualities of the internet when the patient does research locally and globally on their health condition
* Describe the pros and cons of the social network sites as it related to your health care employment

**Documentation and Medical Records-chapter 19**

* List and explain the purposes of medical documentation
* List the characteristics of good SOAP note and narrative in medical documentation