



## **I. PHILOSOPHY/GOALS:**

This course will discuss the health care system, its members, and their roles. It will discuss the legalities, the rights and responsibilities of both the consumer and the PSW. This course will teach you what the terms illness and disability mean to you and to others and the impact that they have. You will learn that the aging process is a normal phase of growth and development and how it impacts on life styles. You will explore how the consumer enters the health care system. You will learn about optimum support and how the personal support worker can promote support. You will learn the skills necessary to promote interpersonal relationships. You will learn the actual steps to problem solving and conflict resolution and about positive group functioning.

In this course you will also acquire general and specific knowledge and skills that will assist you and the consumer to remain safe in the environment and reduce the risk of injury, illness or death.

## **II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:**

### **A. LEARNING OUTCOMES**

Upon successful completion of this course the student will demonstrate the ability to:

- 1) Describe the effects of health and stress on a person's life.
  - a. Define the terms "health" and "stress".
  - b. Describe the four dimensions of a whole person and the effect on health.
  - c. Identify available community resources that focus on health and wellness.
  - d. Describe why stress is a fact of life.
  - e. Identify the effects of stress.
  - f. Identify ways to cope with stress.
- 2) Identify the health care system its members, and the services they provide
  - a. Explain the health care system and identify available resources for consumers.
  - b. Identify various members of the health care team.
  - c. Identify the members of the nursing team and the impact that the PSW has with regard to the care of the consumer.
- 3) Describe the consumer as an individual and as a member of a family.
  - a. Explain Maslov/s Hierarchy of Needs and identify the basic needs of all individuals.
  - b. Identify Erickson's Stages of Development and describe the process of growth and development
  - c. Define culture and recognize its affect on individuals and families.
  - d. Identify differences and similarities between individuals and cultures.
  - e. Describe the structure and function of family relationships.
  - f. Identify measures to promote effective working relationships with family members.

**II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:**

- 4) Describe the role of the PSW, as a member of the health care team and the scope of practice for providing support to consumers and their families.
- 5) Identify the qualities and characteristics of the PSW.
- 6) Explain the rights and responsibilities of the consumer and the PSW.
- 7) Identify the basic legal issues involved in health care and identify situations when a consumer's rights have been violated.
- 8) Identify ways to encourage effective working relationships with family members.
- 9) Describe illness and disability as sources of stress, and how the individual and the family react to this stress.
- 10) Identify common reactions that occur with illness and disability.
- 11) Explain the impact of illness and disability on individuals and families.
- 12) Describe the aging process as a normal phase of growth and development and the special needs that the elderly consumers have.
- 13) Describe the normal aging process as it affects physical, psychological, social and spiritual dimensions of the whole person.
- 14) Discuss the special needs of the elderly.
- 15) Explore how the consumer enters the health care system for admission to a facility or to a home care program.
- 16) Explain how to provide optimum support when caring for the consumer.
- 17) Describe measures to promote the teaching and learning process.
- 18) Identify measures for interacting with consumers, their families and visitors that promote an effective interpersonal relationship.
  - a. Define types of communication.
  - b. Identify the factors that influence communications.
  - c. Describe the therapeutic techniques of attentive listening, touch, silence, and verbal responses to promote effective communication.

**II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:**

- 19) Identify barriers to therapeutic communication.
- 20) Describe the interviewing process.
- 21) Conduct an interview.
- 22) Describe the 5 steps of the problem solving process to solve problems and resolve conflicts.
- 23) Identify personal abilities or skills that promote positive functioning.
- 24) Describe personal and environmental risk factors that increase the risk of accidents in a home and in health care facilities.
- 25) Identify safety measures that can be implemented to reduce risk of injury in the home and in health care facilities.
- 26) Identify the common causes of fires in a home and in a health care facilities.
- 27) Describe safety measures that can be implemented to reduce the risk of fire in homes and health care facilities.
- 28) Describe actions to take in the event of a fire in a home or in health care facilities.
- 29) Recall information pertaining to the Occupational Health and Safety Act and WHMIS training and recognize their relationship to safety in the environment.
- 30) Identify safety precautions in an environment where oxygen is in use.
- 31) Describe the PSW's responsibility when discovering faulty oxygen equipment
- 32) Describe the importance of having an identified Disaster Plan in a health care facility.
- 33) Identify common principles of medical asepsis
- 34) Differentiate between pathogens and non-pathogens.
  - a. Identify the methods by which microorganisms are spread in the environment,
  - b. Describe the importance of hand washing as an effective method of infection control
  - c. Demonstrate effective hand washing technique.

**II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:**

- 35) Identify aseptic measures a PSW should practice in a health care facility to prevent the spread of microorganisms.
- 36) Identify factors that affect a consumer's comfort level in the environment and the actions to promote comfort. Define body mechanics and its importance.
- 37) Identify safe body mechanics when squatting, reaching, pushing, pulling, pivoting, lifting and carrying.
- 38) Describe the necessity of reporting accidents and accurately completing Incident Reports.

**TOPICS:**

1. Health
2. Stress
3. Health Care system
4. Roles of health care team members
5. Maslow's hierarchy of needs
6. Erikson's theory of growth and development
7. Legal issues as they relate to the health care
8. Rights and responsibilities of consumers
9. Culture
10. Family structure, relationships
11. Illness and disability
12. Aging process
13. Admission process to a facility or community agency
14. Teaching learning
15. Therapeutic communication skills
16. Barriers to therapeutic communication skills
17. Problem solving
18. Conflict resolution
19. Safety hazards in homes and health care facilities
20. Safety measures
21. Incident reports
22. WHMIS
23. Disaster Plan in a health care facility
24. Medical asepsis
25. Oxygen hazards and safety measures

**IV. REQUIRED RESOURCES/TEXTS/MATERIALS:**

1. Resource Text
2. Module 1, Unit 2
3. Telephone Book
4. Ministry of Health Office
5. Newspaper articles
6. Magazines
7. Community Cultural Centers
8. Community Religion Centers or Churches
9. Video "Don't take my Sunshine away - National Film Board  
John Street, Toronto, Ontario
10. Video - Louise Tandy Murch
11. Video on conflict resolution
12. Video - Mr. Nobody
13. Module - Health Care System
14. Local Fire Department
15. Video - Do You Know WHMIS?

**V. EVALUATION PROCESS/GRADING SYSTEM:**

2 tests one after the completion of each module.

Test number 1 after completion of Units 1-8	20%
Test number 2 after completion of Units 9-12	20 %
Assignments	30%
Group Activities	15%
Attendance	15%

**VI. SPECIAL NOTES**

**Special Needs**

If you are a student with special needs (eg. physical limitations, visual impairments, hearing impairments, learning disabilities), you are encouraged to discuss required accommodations with the instructor and/or contact the Special Needs Office, Room E1204, Ext 493,717,491 so that support services can be arranged for you.

**VI. SPECIAL NOTES**

Retention of Course Outlines

It is the responsibility of the student to retain all course outlines for possible future use in acquiring advanced standing at other post-secondary institutions.

Course Modification

The instructor reserves the right to modify the course as deemed necessary to meet the needs of students.

**VII. PRIOR LEARNING ASSESSMENT:**

Students who wish to apply for advanced credit in the course should consult the instructor.