

COURSE OUTLINE **Nurse Assistant Success Skills**

Course Description

AH 126. Nurse Assistant Success Skills. 3 hours credit. Prerequisite: AH 122 with a C or better or current Kansas Nurse Assistant Certificate. This course will enable the student to develop skills for success as a collaborative member of the health care team in a variety of settings. The student will study a practice of customer service, team work, time management, and problem solving skills related to the certified nurse assistant scope of practice. The student will develop a professional resume and portfolio appropriate for CNA interview process.

Course Relevance

The aging of our population has increased the demand for certified nurse assistants in a variety of settings as the acute care nursing shortage increases, so does the demand for hospital based nurse assistants. The state certified nurse assistant curriculum and clinical experience is focused toward employment in long term care, however additional understanding of the nurse assistant role in the health care team and a basic understanding of the communication style, scope of practice and social structure in the acute care arena will assist the certified nurse assistant to succeed in a variety of work settings.

Required Materials

None

Learning Outcomes

The intention is for the student to be able to:

1. Communicate effectively as a member of the health care team.
2. Apply time management, conflict resolution and team building skills to the health care work culture
3. Compare and contrast the work culture and performance expectation for the nurse assistant working in a variety of settings
4. Develop a resume and/or portfolio

Learning PACT Skills that will be DEVELOPED and/or documented in this course

Through the student's involvement in this course, he/she will develop his/her ability in the following PACT skill areas:

Personal Development Skills

1. Interpersonal Interaction
 - The student will participate in Challenge course activities followed with written reflection of identified team building and conflict management skills.

Communication Skills

1. Creation and delivery of messages

- The student will develop a professional resume

Major Summative Assessment Task(s)

These learning outcomes and the Learning PACT skills will be demonstrated by

1. Writing a paper relating team building and conflict resolution activities in the Butler Challenge Course to the nurse assistant work environment
2. Developing a professional resume and portfolio appropriate for the CNA interview process

Course Content

- I. Themes – Key recurring concepts that run throughout this course:
 - A. Compare and Contrast skills necessary in varying workforce settings
 - B. Health care systems
 - C. Certified Nurse Assistant scope of practice
- II. Issues – Key areas of conflict that must be understood in order to achieve the intended outcome:
 - A. Long term health care management systems and workforce culture
 - B. Acute health care management systems and workforce culture
- III. Concepts – Key concepts that must be understood to address the issues:
 - A. Time management
 - B. Conflict resolution
 - C. Diversity and culture
 - D. Customer service
- IV. Skills/Competencies – Actions that are essential to achieve the course outcomes:
 - A. Reading
 - B. Writing
 - C. Listening
 - D. Problem solving
 - E. Memorizing terms
 - F. Applying concepts
 - G. Communication/coordination
 - H. Identifying legal and ethical responsibilities

Learning Units

- I. Effects of attitude
 - A. Values
 - B. Motivation
 - C. Choices
 - D. Change
- II. Time management
 - A. Priorities
 - B. Scheduling
- III. Customer service
 - A. Formal and informal communication

- B. Body language
- C. Verbal abuse
- D. Telephone etiquette
- E. Keyboard and internet skills
- F. Relationships
- G. Culture

IV. The workforce team

- A. Building teams and groups
- B. Team assignment
- C. Accountability

V. Acute care skills

- A. CNA competencies
- B. Unit specific skills
- C. Medical terminology

Learning Activities

Independent and collaborative learning activities are assigned to assist the student in achieving the intended learning outcomes. Examples of activities include instructor lectures, hands-on lab and clinical activities, group discussion, working on a challenge course and guest speakers.

Grade Determination

The student will be graded on daily class activity, participation, skill demonstration, testing and other methods of evaluation employed at the discretion of the individual instructor. These methods may be used individually or in combination by all instructors.