

# HEALTH AND MEDICAL ADMINISTRATIVE SERVICES

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## **HAUC 201 Fundamental Business Skills and Workplace Behaviors in the Healthcare Setting**

Working in an office environment presents some unique challenges and requires fundamental business skills, strategies and behaviors to be successful. Demonstrating business skills and workplace behaviors, including problem solving, fostering positive communication and engagement, are key components for high-level performance in the fast-paced medical environment. This competency provides office workers with strategies for time management, planning, organizing, collaborating, and problem-solving. Ultimately, through this competency, students will explore and cultivate important business skills and practices to foster a more effective, fulfilling, and rewarding work experience. 3 academic credits

## **HAUC 202 Fostering Cultural Competency in Effective Customer Service Practices in the Healthcare Setting**

In this competency, students will explore and develop fundamental skills to deliver exceptional customer service and create positive patient experiences. Topics covered in this competency include how to create a welcoming environment for patients, communicating effectively with empathy and understanding to build trust and meet their unique needs. Additionally, this competency explores how to cultivate an inclusive and culturally competent health care program that values diversity in different cultures, health beliefs, and spiritual practices. Participants will have the opportunity to explore beliefs and values in their own culture as well as the cultures of others. Emphasis will be placed on self-reflection, and how the medical practice assistant can assess a situation and approach interactions with empathy according to the cultural and spiritual needs of individual patients and populations. 3 academic credits

## **HAUC 203 Communication Essentials in the Healthcare Setting**

Effective communication and conflict management skills are essential for every leader and aspiring leader in the healthcare setting. Effective communication skills can help promote a healthy workplace culture and become a competitive advantage. In this competency, learners will explore active listening strategies. This competency analyzes terminologies and best practices for effectively communicating and addressing concerns from all sides, while implementing proven effective approaches to achieve resolutions and strengthening relationships. Students will also analyze both verbal and non-verbal language cues and apply this understanding to effectively navigate challenging conversations with patients, healthcare providers, or peers where emotions are high and positive outcomes are critical. Learners will leverage these effective communication skills to effectively collaborate and manage/diffuse challenging issues that frequent the healthcare setting. 3 academic credits