HCM 230: Cultural Competencies for Health and Human Services Management Professionals
ANDERSON UNIVERSITY (SC)
SYLLABUS

I. COURSE INFORMATION

HCM 230: Cultural Competencies for Health and Human Services Management Professionals

Credit Hours: 3 CREDIT HOURS

Course Description: "Cultural competency" is one of public health's primary tools to closing the disparities gap in healthcare. It encompasses behaviors, attitudes, and policies that are integrated in a system, agency, or group of professionals that enables effective work in cross-cultural settings and situations. While "culture" is commonly associated with race/ethnicity, it encompasses the language, thoughts, communications, actions, customs, beliefs, and values of any social group. This course will examine both analytical and practical approaches to cultural competency in public health. Concepts, models, frameworks, and communication that occur in cross-cultural health situations will be discussed, but also the application of these concepts in real interventions and programs.

Prerequisites None

About the Course: This is a **flex program** course formatted in a seven-week term. All course material is due by the final date of the course. The suggested due dates/pace guides for application assignments will be posted on CANVAS. **In order to avoid an administrative withdrawal from the course, all modules assignments in 1-4 need to be complete by the Sunday following the registrar's "last day to withdrawal from a course with a W" date.** Make sure to check in with your Academic Success Advisor and instructor routinely throughout the term. (The recommended time for course work per week is 15-20 hours, including reading and assignments).

II. INSTRUCTOR INFORMATION

<mark>See Canvas</mark>

III. REQUIRED MATERIALS

Textbook:

REQUIRED: <mark>See Canvas</mark>

REQUIRED: <mark>See Canvas</mark>

Relevant articles from general media and professional journals will be assigned for reading reflections.

Technology Expectations: Students should have a reliable computer and Internet in order to access course materials and complete assignments. Since this course is web-based, there are some expectations as to technical skills, which include uploading, downloading, and general computer skills. Instructors may require additional software or hardware.

Online Time Expectation: In college classes, there is a general expectation that learners will need to spend two hours out of class for every hour in the classroom. Therefore, in an online 16-week class, you should expect to work on your course for a minimum of 9 hours each week. For an online 7-week class, you should expect to work on your course for a minimum of 18 hours each week.

Learner Expectations: In your online and blended courses, you are expected to be an active participant in the course. Even though you may not see your classmates and instructor, AU online and blended courses are designed to include discussion and other forms of collaboration and communication. You should be willing and ready to regularly communicate with classmates and instructors online. You will participate in weekly activities in your courses. You will need to log into your course and check your official Anderson University email account daily. Doing so will allow you to view announcements, participate in class activities, assignments, online discussions, and complete assessments. You are expected to complete all assignments, quizzes, tests, and any other activities by the due date. If difficulties or unforeseen circumstances arise during the course term, please contact the instructor promptly so that accommodations can be arranged.

Also, remember to use proper "network etiquette" when communicating with our peers. See the website, http://www.albion.com/netiquette/corerules.html pertaining to "netiquette". We will be respectful and mindful of one another in this course. Please remember that we all have different opinions and it is ok to disagree but it is important to do so in a respectful manner.

Do *not* hesitate to ask questions. You are strongly encouraged to contact your instructor if you have course related questions regarding course concepts, assignments, and feedback provided to you. It is recommended that you contact your instructor using the LMS well in advance of the due date. Also, your instructors have set aside specific times to be available for phone conferences or chat sessions if you need additional course-related support. When you email questions one of your instructors refer to the course syllabus to view their policy on response time.
Click on the **"Getting Started"** link in your course.

GETTING STARTED: **Getting Started:** This course is built using modules, so you'll find everything needed for our program in the Modules tab in the left

sidebar. Each module has an overview, so you'll want to start with Module 1 Overview.

IV. COURSE PURPOSE, COMPETENCIES, GOALS, AND OUTCOMES	**COURSE PURPOSE:** The purpose of this course is to develop students'understanding of cultural competency by examining both analytical and practical approaches to cultural competency in public health. Concepts, models, frameworks, and communication that occur in cross-cultural health situations will be discussed, but also the application of these concepts in real interventions and programs.

Health and Human Services Management Program-Level Competencies in HCM 230:

1. Acting Ethically: Acting in ways consistent with what society and individuals typically think are good values. Being in accordance with the rules or standards for the right conduct or practice, especially the standards of a profession.

2. Administration: Performance of executive duties for the effective delivery of services to clients and client groups.

3. Communicating Effectively: The ability to convey and receive information to and from another effectively and efficiently. Human Service Professionals with good verbal, non verbal and written communication skills help facilitate the sharing of information between worker and clients to establish a collaborative relationship with others.

4. Planning and Managing Change for Communities and Organizations: Professional practice involves the dynamic and interactive process of engagement, assessment, planning, implementation, evaluation, termination, and follow-up at multiple levels. Planned change is the development and implementation of a strategy for improving or altering some specified condition, pattern of behavior, or set of circumstances that affects social functioning.

5. Making Sense of Information: Crucial skill in the pursuit of knowledge. It involves recognizing when information is needed and being able to efficiently locate, accurately evaluate, effectively use, and clearly communicate information in various formats.

6. Documentation: Material that provides official information, evidence, or that serves as a record

7. Professionalism: Human Service Professionals serve as representatives of the profession, the mission of the profession, and it's core values. Human Service Professionals commit themselves to the profession's enhancement and to their own professional conduct and growth

8. Healthcare Personnel within the Healthcare Environment: Health care personnel (HCP) are persons who have special education on health care and who are directly related to provision of health care services.

9. Healthcare Systems and Organizations within the Healthcare Environment: A healthcare system, is the organization of people, institutions, and resources that deliver health care services to meet the health needs of target populations.

V. CONTENT OUTLINE AND METHODS OF INSTRUCTION	**Content Outline:** i) Cultural Competence and Diversity and Health Disparities ii) Health Services Administration and Public Health and Conducting Research on Health Disparities iii) Roles in Cultural Competence and Disparities in Health Care iv) Cultural Competency Assessment and Disparities in Physician Practices v) Cultural Competence Training and Reducing Disparities vi) Culturally and Linguistically Appropriate Services and Hospitals and Healthcare Disparities vii) Educational and Institutional Considerations and Where do We Go from Here? **Methods of Instruction:** This is an online classroom. We will have weekly textbook chapter readings, lecture notes, as well as short videos to view on specific topics for each module. Students will participate in weekly zoom sessions. To assist students with learning proper APA formatting, there will be resources provided.
VI. METHODS OF ASSESSING ACHIEVEMENT OF LEARNING OUTCOMES	**Graded Assignments** *See Pacing Guides for suggested due dates for all application assignments and/or major projects **Application Assignments: 45%** **Participation/Discussions: 10% (attend 4 out of 7 Zoom sessions and complete Pre-test and Post-test)** **Quizzes: 45%**

VII. STUDENT FEEDBACK AND GRADING POLICIES AND PROCEDURES
Grading Scale:

Percent	Grade
90-100	A
80-89	B
70-79	C
60-69	D
Below 60	F

Demonstration of Proficiency:

> Students will have two opportunities to demonstrate proficiency on assignments. If student does not demonstrate proficiency in the allotted time, a grade of 0 will be given for that assignment and will count toward the student's final grade for the course.

Pacing Guide/Suscomgested Completion Dates:

<mark>See Canvas</mark>

Rubrics

> Rubrics will be provided in each course for all written assignments. The following is an example of a possible grading rubric for a written assignment (i.e. research paper, essay, case study, etc.)   All written assignments are to be completed in APA writing style unless otherwise noted by the course instructor.

STUDENT FEEDBACK	Students can expect the instructor to respond to emails within 24-48 hours. Students can expect the instructor to grade an assignment, at times provide feedback comments, and update the Canvas grade-book within 7-10 days after the due date, but preferably 3-5 days for accelerated courses (depends upon scope and nature of the assignment as well as length of course). Students can access grades by logging into Canvas (located in the online course on the left control panel).

VIII. COMPUTER AND INFORMATION TECHNOLOGY USAGE

University Email: All students are assigned and expected to maintain an e-mail address on the Anderson University e-mail system. Learners are expected to check their e-mail several times each week in an online course. Students are responsible for all material, assignments, and announcements sent by e-mail. Ignorance of course requirements, instructor statements and directions, and University announcements or policy statements sent through University e-mail is not an acceptable excuse

Technical Support
If you encounter technical support issues (e.g., LMS is unavailable, username and password are not working), you should immediately contact the IT Help Desk. In your communication with the IT Department, be sure to describe the nature of your problem with as much detail as possible so they can provide the best possible assistance. You are encouraged to first contact the IT Help Desk using the web-based support system listed below. If you are unable to login to the system, you can reach them via phone.

Help Desk Website: https://helpdesk.andersonuniversity.edu
Help Desk Phone: (864) 231-2859

Course Related Support
If you encounter problems in your online or blended course are beyond technical problems, contact the Center for Innovation and Digital Learning (CIDL). The CIDL manages online and blended learning at AU. The following issues are valid reasons to immediately contact the CIDL:
- An online exam or assignment is supposed to be open or made available and it is not (contact the instructor first)
- Instructor fails to respond to student questions more than 4 days.
- Instructor has not provided any grades or feedback 2+ weeks past the submission deadline.
- The instructor is not participating in the course at all.

CIDL Website: https://www.aucidl.com
CIDL Phone: (864) 231-2199

IX. COURSE POLICIES

Class Participation/Attendance: This is an accelerated self-paced course situated within a seven-week format and a significant amount of material is covered within each module. It is important that each student participate actively in class zoom sessions/activities. Attendance is based on your mandatory for this course. Since this is an online course, students should sign in frequently throughout each week. If a student misses work for two consecutive weeks, it will be determined that they are no longer participating in the course will be dropped from the course. If the student is aware of extenuating circumstances that will interfere with this course, please notify the instructor as soon as possible. If there are issues beyond the student's control that prohibits them from completing their class work (i.e. death of loved one, hospitalization), please notify the instructor as soon as possible to make appropriate arrangements.

Academic Dishonesty: Students at Anderson University are expected to conduct themselves with integrity and to be honest and forthright in their academic endeavors. The University faculty's expectations define the following areas that would violate Academic Honesty: plagiarism, fabrication, cheating, and academic misconduct. The policy, process, and penalties, for academic dishonesty are described in the University Catalog. (.285,). See a more detailed description of this issue in the Student Handbook, (42-45) located at http://www.andersonuniversity.edu/campus/student-handbook.

Statement on Disabilities and Academic Adjustments
If you have a disability that may interfere with your learning, testing, or assignment completion in this course, you may be eligible to receive an academic adjustment to help provide you with an equal opportunity to participate in and benefit from this course. Please contact the staff of the Center for Student Success (http://www.andersonuniversity.edu/student-success) who will advise you on appropriate documentation, determine reasonable adjustments, and notify me of any adjustments for which you are eligible. Once you have been approved for an academic adjustment through the Center for Student Success, please discuss with me its appropriate implementation in this course. Documentation must meet the guidelines specified by university

policy, and no one else can be notified of your disability or adjustment without your written consent. This process must be repeated for every semester you are enrolled at Anderson University and wish to receive an adjustment. Changes cannot be made to grades earned before a student has requested an adjustment, so please attend to this early in the semester.

Withdrawal Deadlines for the Course: The last day to drop with NO GRADE and NO CHARGE is ███████████. **The last day to withdraw with a Grade of "W" is** ██████ ███████**.**

X. LEARNING FACILITIES AND RESOURCES AVAILABLE

Thrift Library
Monday through Thursday - 7:45 a.m. to midnight; Friday - 7:45 a.m.to 5:00 p.m; Saturday - 11:00 a.m.to 5:00 p.m; and Sunday - 3:00 p.m to midnight (Closed on all university holidays.)
Bunton Lab
Located in Thrift Library, 2nd floor

The Writing and Multi-Media Center
Located in Thrift Library, 2nd floor. For drop-in hours and appointment-based tutoring for all your writing needs, see https://www.andersonuniversity.edu/writing-center. Schedule an appointment by visiting https://anderson.mywconline.com. If you are an Online or University Center student, or unable to make it to the physical writing center, please feel free to make an online appointment by selecting the option that reads "online appointment". Instructions for setting up an account are provided on the page.

http://www.andersonuniversity.edu/library

Computer Labs located in Vandiver (first floor) and Bunton (Thrift Library basement)

The Writing Center
Located in Watkins 140, the Writing Center offers drop-in and appointment-based tutoring for all your writing needs. Drop in hours are Monday through Thursday from 4:00-8:00 PM. Schedule an appointment for a 30-minute session, Monday-Friday, with a tutor by visiting

https://anderson.mywconline.com.

NetTutor
A free online tutoring program available to our online AU students. Tutoring is available in a variety of subjects, and you do not have to be on campus to access it. You can access the NetTutor resources from within any of your Canvas courses by clicking on the NetTutor button located in the course's main menu on the left.

The Center for Student Success
Located in in Thrift Library, 2nd floor. The Center provides support for academic assistance, tutoring services, as well as study skills seminars. Call 864-328-1420 to contact the Center or visit their website at http://www.andersonuniversity.edu/student-success.