COURSE NUMBER
HSP 4345

COURSE TITLE
Healthcare for Diverse Populations

CREDITS
(3-0-0) Meets completely online using Blackboard

PREREQUISITE COURSES None

CO-REQUISITES None

PRE-REQUISITE SKILLS
Accessing internet web sites, use of ASU Library resources, and proficiency with Microsoft Word and/or PowerPoint are expectations of the Health Science Professions Program. Computer access requirements are further delineated in the Undergraduate Handbook. Tutorials for ASU Library and for Blackboard are available through RamPort. The ASU Undergraduate/Graduate Student Handbook should be reviewed before taking this course. https://www.angelo.edu/student-handbook/

COURSE DELIVERY
This is an online course offering. The course will be delivered via the Blackboard Learning Management System. The course site can be accessed at http://blackboard.angelo.edu

BROWSER COMPATIBILITY CHECK
It is the student’s responsibility to ensure that the browser used to access course material on his/her computer is compatible with ASU’s Blackboard Learning System. The faculty reserve the right to deny additional access to course assignments lost due to compatibility issues. Students are responsible for reviewing the guidelines posted in this course regarding accessing Blackboard assignments. Problems in this area need to be discussed with faculty at the time of occurrence, either via a phone call (preferred) during posted acceptable hours for calling, or via email notification during times outside those posted for calls.

Be sure to perform a browser test. Select the “Support” tab from the Blackboard homepage (http://www.blackboard.angelo.edu) Select “Test your Browser” option.
FACULTY
Erin Hemmelgarn, MS, ATC, LAT
Office: Phone or video conference
Phone: (567)208-7150
Email: erin.hemmelgarn@angelo.edu

OFFICE HOURS
Contact Professor Hemmelgarn to set up a phone or video conference using Bb Collaborate.

COURSE DESCRIPTION
The course reviews the importance of the implementation of cultural competency by allied health professionals, and the process of assessment, training and evaluation. The course provides students with key cultural competency information and practical insight into how to apply this knowledge in their day-to-day work environments as they deal with patients.

PROGRAM OUTCOMES
Upon completion of the program of study for health science professions, the graduate will be prepared to:

STUDENT LEARNING OUTCOMES

<table>
<thead>
<tr>
<th>By completing all course requirements, students will be able to:</th>
<th>Assignment(s) or activity(ies) validating outcome achievement:</th>
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</thead>
<tbody>
<tr>
<td>Describe cultural nuances and its relevance to patients, family dynamics, and appropriate terminology.</td>
<td>Team Project, Chapters 3 and 4, Journal Assignment 2</td>
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<td>Identify differing views regarding modern medical approaches based on varying cultures.</td>
<td>Team Project, Chapters 3 and 4, Journal Assignment 2</td>
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<td>Explain the importance of health literacy and how it relates to cultural competence.</td>
<td>Team Project, Chapters 5 and 6, Journal Assignment 3</td>
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<td>Recognize the importance of using valid and reliable assessment tools for measuring cultural competency.</td>
<td>Team Project, Chapters 7 and 8, Journal Assignment 4</td>
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<td>Identify the difference between prejudice, discrimination, and racism.</td>
<td>Team Project, Chapters 11 and 12, Journal Assignment 5</td>
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REQUIRED TEXTS AND MATERIALS


OTHER REQUIRED MATERIALS

• Computer with a MAC or Windows Operating System, Microsoft Office Word & Microsoft PowerPoint (97-2003, 2007, and/or 2010)
• Ethernet Cable for Collaborate
• High Speed Internet- Refer to Angelo State University’s Distance Education Website for further technology requirements http://www.angelo.edu/distance_education

GRADING SYSTEM

Course grades will be dependent upon completing course requirements and meeting the student learning outcomes.

The following grading scale is in use for this course:

A = 650 - 585 points
B = 584.99 - 520 points
C = 519.99 - 455 points
D = 454.99 - 390 points
F = 389.99 points and below (Grades are not rounded up)

EVALUATION AND GRADES

Graded assignments, activities and percent of the overall course grade:

Self-Introduction Video 30 points
Journal Assignments 250 points
Team Project Outline 25 points
Cultural Comp Assessment Survey 20 points
Video of Interviews 100 points
Transcripts of the 2 Interviews 75 points
Team Project Member Evaluation 50 points
Team Project Summary 100 points
Total 650 points

TEACHING STRATEGIES

Students are expected to be “active learners.” It is a basic assumption of the instructor that students will be involved (beyond the materials and lectures presented in the course) discovering, processing, and applying the course information using peer-review journal articles, researching additional information and examples on the Internet, and discussing course material and clinical experiences with their peers.
ASSIGNMENT/ACTIVITY DESCRIPTIONS *Please note: Rubrics for all assignments and activities are located at the end of this syllabus.

• Self Introduction Video 30 points
  o Introduce yourself to your classmates. Where are you from? What is your major? What are your career goals? What do you hope to accomplish/learn in this class? What experience do you have working with or communicating with people of different ethnicities or from other cultures? Do you have any hobbies or what do you like to do in your free time?

• Team Project
  o Students will work in teams of 2-3 and should try to choose group members with similar career aspirations.
  o Each team must interview a healthcare professional who works in a field similar to the group members’ career aspirations. Each team must video the interview and post the interview on the team’s group discussion board.
    ▪ This healthcare professional must differ from the group members culturally (ethnically, racially, gender, etc).
    ▪ The interview questions should explore the following topics (but follow-up questions and additional topics can be addressed):
      • Describe the healthcare professional’s personal and professional background
      • Why did they choose their profession?
      • If they could go back in time, would they choose the same profession or would they do anything differently?
      • What are the biggest challenges they face on a regular basis in their workplace?
      • Describe the diversity they experienced while in college/graduate school
      • Describe the diversity of their patients/co-workers
      • Did they have any cultural competency coursework in school?
      • What are the biggest challenges they face related to diversity and cultural differences?

  o Each team must interview a subordinate or coworker of the healthcare professional being interviewed. Each team must video the interview and post the interview on the team’s group discussion board.
    • This coworker must differ from the group members culturally (ethnically, racially, gender, age, etc).
    • The interview questions should explore the following topics (but follow-up questions and additional topics can be addressed):
      • Describe the coworker’s personal and professional background
      • Why did they choose this particular healthcare professional?
If they could go back in time, would they choose the same healthcare professional or would they do anything differently?

How often does this coworker see the medical professional (their supervisor)?

Has the coworker ever experienced any type of discrimination based on their ethnicity, race, gender, age, etc? (This did not have to occur at work.) If so, explain the situation and how it was handled.

Outline for Team Project Submitted on Group Discussion Board: 25 points

- Write an outline for your team project. Address the following questions:
  - Who are the members of your team?
  - What type of healthcare professional do you intend to interview?
  - What is the name of the healthcare professional and where do they work?
  - How does this individual differ culturally from the members in your group?
  - What is the name of the subordinate (coworker) you intend to interview?
  - Why did you choose this coworker and how do they differ culturally from your group?
  - What role will each person in your group be responsible for in the completion of the interviews?

Journal Assignment 1: 25 points
- Complete Chapter 2 Problems Questions 1-5 on pages 18-19 of the Rose Text.

Journal Assignment 2: 50 points
- Complete Chapter 3 Problems Questions 1-5 on page 39 of the Rose Text.
- Complete Chapter 4 Problems Questions 1-5 on page 58 of the Rose Text.

Journal Assignment 3: 25 points
- Complete Chapter 5 Problems Questions 1-5 on pages 72-73 of the Rose Text.

Journal Assignment 4: 50 points
- Complete Chapter 7 Problems Questions 1-5 on page 97 of the Rose Text.
- Complete Chapter 8 Problems Questions 1-5 on pages 107-108 of the Rose Text.
➢ Journal Assignment 5: 50 points
  - Complete Chapter 11 Problems Questions 1-5 on pages 152-153 of the Rose Text.
  - Complete Chapter 12 Problems Questions 1-5 on page 166 of the Rose Text.

➢ Journal Assignment 6: 50 points
  - Complete Chapter 13 Problems Questions 1-5 on page 177 of the Rose Text.
  - Complete Chapter 14 Problems Questions 1-5 on pages 186-187 of the Rose Text.

➢ Cultural Competence Assessment Survey: 20 points
  ◦ Complete the Survey found in Appendix II on pages 193-195.

➢ Video of Healthcare Professional and Coworker Interviews posted on Group Discussion Board (100 points)

➢ Transcripts of the 2 Interviews Posted on Group Discussion Board (75 points)

➢ Group Project Member Evaluation – 50 points
  ◦ In the table provided, please list your group members (including yourself) and assign the appropriate amount of participation in the completion of the project.

➢ Group Project Summary – 100 points
  ◦ Provide a 3-4 page reflection paper on your group project. The paper should have 1” margins (top, bottom, left, and right). The paper should be written using Calibri (Body) Font size 11.
  ◦ Some topics to address include but are not limited to:
    ▪ What did you learn about the healthcare practitioner’s profession that you did not know before?
    ▪ Did the interview change your perspective on that particular profession?
    ▪ Did the interview change your perspective on the cultural differences between you and the healthcare practitioner?
    ▪ Did you find similarities between yourself and the healthcare professional?
    ▪ Is there anything you wish you could go back and ask the healthcare professional now that you didn’t in the interview?
    ▪ What did you learn from the patient that you did not know before?
    ▪ Did the interview change your perspective on the cultural differences between you and the subordinate (coworker)?
    ▪ Did you find similarities between yourself and the subordinate (coworker)?
    ▪ Is there anything you wish you could go back and ask the subordinate (coworker) now that you didn’t in the interview?
    ▪ What did you learn overall from this project as it relates to cultural competency and diversity?
GENERAL POLICIES RELATED TO THIS COURSE

All students are required to follow the policies and procedures presented in the following documents:

• Angelo State University Student Handbook located on the ASU website http://www.angelo.edu/student-handbook/

• ASU Undergraduate Catalog located on the ASU website https://www.angelo.edu/content/files/16795-201213-undergraduate-catalog

STUDENT RESPONSIBILITY & ATTENDANCE

ON-LINE: This class is asynchronous, meaning you do not have to be on-line at a certain time. There are readings which you will have to complete to be able to adequately participate in individual and group assignments. In order to complete this course successfully, you do have to participate in all course activities i.e. discussion boards, course projects, reflective logs, etc. Students are expected to engage in course activities and submit work by due dates and times. The hope is that students will make substantive contributions which reflect integration of assigned materials as well as any outside readings as appropriate. Scholarly contribution is an expectation. For planning purposes, this class will probably require a minimum of 6-9 study hours per week on average.

COMMUNICATION

Faculty will respond to email and/or telephone messages within 48 hours during working hours Monday through Friday. Weekend messages may not be returned until Monday.

Written communication via Blackboard: It is an expectation of this class that you use formal writing skills giving appropriate credit to the source for your ideas. Follow AMA 10th edition guidelines for referencing.

Written communication via email: All private communication will be done exclusively through your ASU email address. Check frequently for announcements and policy changes.

Use Good "Netiquette":

• Check the discussion frequently and respond appropriately and on subject.

• Focus on one subject per message and use pertinent subject titles.

• Capitalize words only to highlight a point or for titles. Otherwise, capitalizing is generally viewed as SHOUTING!

• Be professional and careful with your online interaction. Proper address for faculty is by formal title such as Dr. or Ms./Mr. Jones unless invited by faculty to use a less formal approach.

• Cite all quotes, references, and sources.
• When posting a long message, it is generally considered courteous to warn readers at the beginning of the message that it is a lengthy post.

• It is extremely rude to forward someone else's messages without their permission.

• It is fine to use humor but use it carefully. The absence of face-to-face cues can cause humor to be misinterpreted as criticism or flaming (angry, antagonistic criticism). Feel free to use emoticons such as 😂 or 😊 to let others know you are being humorous.

(The "netiquette" guidelines were adapted from Arlene H. Rinald's article, The Net User Guidelines and Netiquette, Florida Atlantic University, 1994, available from Netcom.)

ASSIGNMENT SUBMISSION

In this class, all assignments need to be submitted through the Assignments link in the Blackboard course site. This is for grading purposes. Issues with technology use arise from time to time. If a technology issue does occur regarding an assignment submission, email me at erin.hemmelgarn@angelo.edu and attach a copy of what you are trying to submit. This lets your faculty know you completed the assignment on time and are just having problems with the online submission feature in Blackboard. Once the problem is resolved, submit your assignment through the appropriate link. This process will document the problem and establish a timeline. Be sure to keep a backup of all work.

LATE WORK OR MISSED ASSIGNMENTS POLICY

The course is set up on weekly modules. The week begins on Monday and ends on Sunday. Assignment due dates are shown on the calendar/schedule or posted within Blackboard. Late assignments are not accepted without prior approval of faculty. Faculty reserve the right to deduct points for late assignments that are accepted past the original due date.

ACADEMIC HONESTY

Academic honesty is expected on all work. Students are expected to maintain complete honesty and integrity in their online experiences. Any student found guilty of any form of dishonesty in academic work is subject of disciplinary action and possible expulsion from ASU.

The Health Science Professions Department adheres to the academic honesty statement as set forth in the Angelo State University Student Handbook (2011-2012) http://www.angelo.edu/student-handbook/code-ofstudent-conduct/misconduct.php. The University "faculty expects all students to engage in all academic pursuits in a manner that is above reproach and to maintain complete honesty and integrity in the academic experience both in and out of the classroom setting and may initiate disciplinary proceedings against a student accused of any form of academic dishonesty, including but not limited to, cheating on an examination or other academic work, plagiarism, collusion, and the abuse of resource materials."
PLAGIARISM

Plagiarism at ASU is a serious topic. The Angelo State University’s Honor Code gives specific details on plagiarism and what it encompasses. Plagiarism is the action or practice of taking someone else's work, idea, etc., and passing it off as one's own. Plagiarism is literary theft.

In your discussions and/or your papers, it is unacceptable to copy word for word without quotation marks and the source of the quotation. We use the APA Style Manual of the American Psychological Association as a guide for all writing assignments. Quotes should be used sparingly. It is expected that you will summarize or paraphrase ideas giving appropriate credit to the source both in the body of your paper and the reference list. Papers are subject to be evaluated for originality via Bb Safe Assignment or Turnitin. Resources to help you understand this policy better are available at the ASU Writing Center [http://www.angelo.edu/dept/writing_center/academic_honesty.php](http://www.angelo.edu/dept/writing_center/academic_honesty.php).

STUDENTS WITH DISABILITIES

1. “Angelo State University is committed to the principle that no qualified individual with a disability shall, on the basis of disability, be excluded from participation in or be denied the benefits of the services, programs, or activities of the university, or be subjected to discrimination by the university, as provided by the Americans with Disabilities Act of 1990 (ADA), the Americans with Disabilities Act Amendments Act of 2008 (ADAAA), and subsequent legislation.”

2. The Office of Student Affairs is the designated campus department charged with the responsibility of reviewing and authorizing requests for reasonable accommodations based on a disability, and it is the student’s responsibility to initiate such a request by contacting the Office of Student Affairs, University Center, Room 112 at (325) 942-2047 or (325) 942-2211(TDD/FAX) or by e-mail at studentservices@angelo.edu to begin the process. The Office of Student Affairs will establish the documentation requirements necessary for the various types of disabilities.

Reasonable accommodations will be made for students determined to be disabled or who have documented disabilities.

INCOMPLETE GRADE POLICY *(OP 10.11 Grading Procedures)*

It is policy that incomplete grades be reserved for student illness or personal misfortune. Please contact faculty if you have serious illness or a personal misfortune that would keep you from completing course work. Documentation may be required.

STUDENT ABSENCE FOR OBSERVANCE OF RELIGIOUS HOLY DAYS

“A student who intends to observe a religious holy day should make that intention known in writing to the instructor prior to the absence.” Please see ASU Operating Policy 10.19.
COPYRIGHT POLICY

Students officially enrolled in this course should make only one printed copy of the given articles and/or chapters. You are expressly prohibited from distributing or reproducing any portion of course readings in printed or electronic form without written permission from the copyright holders or publishers.

SYLLABUS CHANGES

The faculty member reserves the option to make changes as necessary to this syllabus and the course content. If changes become necessary during this course, the faculty will notify students of such changes by email, course announcements and/or via a discussion board announcement. It is the student’s responsibility to look for such communications about the course on a daily basis.

COURSE EVALUATION

Students are provided the opportunity and are strongly encouraged to participate in a course evaluation at the end of the semester. Areas on the IDEA evaluation include:

1. Gaining factual knowledge (terminology, classifications, methods, trends)
2. Learning fundamental principles, generalizations, or theories
3. Learning to apply course material (to improve thinking, problem solving, and decisions)
4. Developing specific skills, competencies, and points of view needed by professionals in the field most closely related to this course
5. Developing skill in expressing oneself orally or in writing
6. Learning to analyze and critically evaluate ideas, arguments, and points of view

RUBRICS FOR ASSIGNMENTS

See Schedule Below.
<table>
<thead>
<tr>
<th>Date</th>
<th>Week</th>
<th>Topic</th>
<th>Assignments/Activities/DUE Dates</th>
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</thead>
<tbody>
<tr>
<td><strong>Welcome! Getting Started Module &amp; Week 1</strong></td>
<td></td>
<td></td>
<td>DUE January 17&lt;sup&gt;th&lt;/sup&gt; by 11:59 PM*</td>
</tr>
<tr>
<td>January 14 – January 20</td>
<td>1</td>
<td>Course Orientation</td>
<td>DUE January 17&lt;sup&gt;th&lt;/sup&gt; by 11:59 PM*</td>
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<tr>
<td></td>
<td></td>
<td>Rose: Read Chapters 1 &amp; 2</td>
<td>Review START HERE page</td>
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<td></td>
<td>Review Course Syllabus and ASU Honor Code. Select “Mark Reviewed” to agree to terms of the course and ASU’s policies and access course content.</td>
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<td>DUE January 19&lt;sup&gt;th&lt;/sup&gt; by 11:59 PM</td>
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<td></td>
<td></td>
<td></td>
<td>• Post to Self-Introduction Video (30 points)</td>
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<td>DUE January 20&lt;sup&gt;th&lt;/sup&gt; by 11:59 PM</td>
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<td></td>
<td>• Journal 1: Complete Chapter 2 Problems (25 points)</td>
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<tr>
<td><strong>Week 2</strong></td>
<td>2</td>
<td>Rose: Read Chapters 3 &amp; 4</td>
<td>DUE January 23&lt;sup&gt;rd&lt;/sup&gt; by 11:59 PM</td>
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<tr>
<td>January 21 – January 27</td>
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<td></td>
<td>• Outline for Team Project Submitted (25 Points)</td>
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<td>DUE January 27&lt;sup&gt;th&lt;/sup&gt; by 11:59 PM</td>
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<td>• Journal 2: Complete Chapter 3 and 4 Problems (50 points)</td>
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<td><strong>Week 3</strong></td>
<td>3</td>
<td>Rose: DUE Read Chapters 5 &amp; 6</td>
<td>January 30&lt;sup&gt;th&lt;/sup&gt; by 11:59 PM</td>
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<td>January 28 - February 3</td>
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<td>• Cultural Competence Assessment Survey – Appendix II (20 points)</td>
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<td>DUE February 3&lt;sup&gt;rd&lt;/sup&gt; 11:59 PM</td>
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<td>• Journal 3: Complete Chapter 5 Problems (25 points)</td>
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<td><strong>Week 4</strong></td>
<td>4</td>
<td>Rose: Read Chapters 7 &amp; 8</td>
<td>DUE February 10&lt;sup&gt;th&lt;/sup&gt; by 11:59 PM</td>
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<tr>
<td>February 4 – February 10</td>
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<td>• Journal 4: Complete Chapter 7 and 8 Problems (50 points)</td>
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<td><strong>Week 5</strong></td>
<td>5</td>
<td>Rose: Read Chapter 9</td>
<td>DUE November 17&lt;sup&gt;th&lt;/sup&gt; by 11:59 PM</td>
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<tr>
<td>February 11 – February 17</td>
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<td>• Video of Healthcare Professional and Patient Interviews posted (100 points)</td>
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<td>Week 6</td>
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| February 18 – February 24 | 6 | Rose: Read Chapters 11 & 12 | DUE February 20th by 11:59 PM  
• Transcripts of the 2 interviews due (75 points)  

DUE February 24th by 11:59 PM  
• Journal 5: Complete Chapter 11 and 12 Problems (50 points)  
 |
| Week 7 |  |  |  |
| February 25 - March 3 | 7 | Rose: Read Chapters 13 & 14 | DUE February 27th by 11:59 PM  
• Group Project Summary (100 points)  

DUE March 3rd by 11:59 PM  
• Journal 6: Complete Chapter 13 and 14 Problems (50 Points)  
 |
| Week 8 |  |  |  |
| March 4 – March 10 | 8 |  | Due March 6th by 11:59 PM  
• Group Project Members Evaluation (50 points)  
 |

* All due times are 11:59 pm CST, unless otherwise specified