

Foundations of Healthcare

Offer entry-level employees this NEW opportunity to gain skills that will make them more efficient, more independent, more responsible and ultimately truly effective employees in their job. This training will provide them the opportunity to gain confidence and knowledge to be more successful in future training classes and could be a good pre-requisite to successful participation in leadership and other workshop training. The classes will also encourage employees to pursue opportunities that will move them up the healthcare career ladder.

This comprehensive program offers fourteen total sessions on essential communication, problem solving, decision-making, math, writing, and computer literacy skills. The training is geared to entry-level healthcare workers including Personal Assistants, Resident Assistants, Home Health Aides, Medical Records, Clerical/Receptionists, Housekeeping, Foodservice, and Dislocated Workers interested in the healthcare field.

This unique customized program is offered in 3-hour sessions: eight sessions for communication/problem solving, three sessions for math and three sessions for writing and computer basics. Current healthcare workers can attend just one or all workshops, depending on their interests and needs. Dislocated workers are encouraged to attend the entire series and must attend an orientation. The sessions are as follow.

Healthcare-Related Communication/Problem Solving

- Understanding the Healthcare Industry
- Essential Work Behavior: Meeting Expectations
- Personal Responsibilities: Balancing Work
- Taking Care of Yourself: Personal Decision Making
- Working with Customers: Communication and Responsibilities
- Communicating Information: With Co-Workers and Others
- Basic Meeting Participation: Active Involvement
- Working as a Team at Work: Collaborating and Cooperating

Healthcare-Related Writing and Computer Literacy

- Introductory Computer, Keyboarding and Writing: The basics!
- Writing Messages and E-mails Using Microsoft Word: Beginning!
- Healthcare-Specific Writing: Forms, Charts and Messages

Healthcare-Related Math

- Using Basic Math at Work: Covering whole numbers, fractions & decimals.
- Using Percents and Measurement at Work
- Money Management and Using Currency