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Program Guidebook

Bachelor of Science, Health Services Coordination

The Bachelor of Science in Health Services Coordination prepares graduates to coordinate within and between healthcare providers, patients, care givers, and services to improve the effectiveness, safety, and efficiency of an increasingly complex healthcare system. Graduates will be prepared to navigate emerging value-based care systems, participate as a partner to plan interventions, promote patient-centered holistic care, and provide integrated care management.

Understanding the Competency-Based Approach

Practically speaking, how do competency-based programs like those offered at Western Governors University (WGU) work? Unlike traditional universities, WGU does not award degrees based on completion of a certain number of credit hours or a certain set of required courses. Instead, you will earn your degree by demonstrating your skills, knowledge, and understanding of important concepts.

Progress through a degree program is governed not by the amount of time you spend in class but by your ability to demonstrate mastery of competencies as you complete required courses. Of course, you will need to engage in learning experiences as you review competencies or develop knowledge and skills in areas in which you may be weak. To help you acquire the knowledge and skills you need to complete your courses and program, WGU provides a rich array of learning resources. Your program mentor will work closely with you to help you understand the competencies required for your program and to help you create a schedule for completing your courses. You will also work closely with course instructors as you engage in each of your courses. As subject matter experts, course instructors will guide you through the content you must master to pass the course assessments.

The benefit of this competency-based system is that enables students who are knowledgeable about a particular subject to make accelerated progress toward completing a degree, even if they lack college experience. You may have gained skills and knowledge of a subject while on the job, accumulated wisdom through years of life experience, or already taken a course on a particular subject. WGU will award your degree based on the skills and knowledge that you possess and can demonstrate—not the number of credits hours on your transcript.

Accreditation

Western Governors University is the only university in the history of American higher education to have earned accreditation from four regional accrediting commissions. WGU's accreditation was awarded by (1) the Northwest Commission on Colleges and Universities, (2) the Higher Learning Commission of the North Central Association of Colleges and Schools, (3) the Accrediting Commission for Community and Junior Colleges of the Western Association of Schools and Colleges, and (4) the Accrediting Commission for Senior Colleges and Universities of the Western Association of Schools and Colleges. The university's accreditation status is now managed by the Northwest Commission on Colleges and Universities (NWCCU), which reaffirmed WGU's accreditation in February February 2020. The WGU Teachers College is accredited at the initial-licensure level by the Council for the Accreditation of Educator Preparation (CAEP) and by the Association for Advancing Quality in Educator Preparation (AAQEP). The nursing programs are accredited by the Commission on Collegiate Nursing Education (CCNE). The Health Information Management program is accredited by the Commission on Accreditation for Health Informatics and Information Management Education (CAHIIM). The College of Business programs are accredited by the Accreditation Council for Business Schools and Programs (ACBSP).

The Degree Plan

The focus of your program is your personalized Degree Plan. The Degree Plan is a detailed blueprint of the courses you will need to complete in order to earn your degree. The Degree Plan also lays out the accompanying learning resources and assessments that compose your program. The list of courses in the Degree Plan is often referred to as the standard path. The amount of time it takes to complete your program depends on both the amount of new information you need to learn and the amount of time you plan to devote each week to study. Your program mentor and course instructors will help you assess your strengths and development needs to establish a study plan.

Students vary widely in the specific skills and information they need to learn. For example, some students may be highly knowledgeable in a particular subject matter and would not need to engage in new learning opportunities. Other students may find that portions of the program require them to learn new information and that they need to take an online class or participate in a study module to acquire the knowledge and skills needed to fulfill program competencies in that area. Some individuals may be able to devote as little

as 15–20 hours per week to the program, while others may need to devote more time. For this reason, pre-assessments are there to help your program mentor form a profile of your prior knowledge and create a personalized Degree Plan.

How You Will Interact with Faculty

At WGU, faculty serve in specialized roles, and they will work with you individually to provide the guidance, instruction, and support you will need to succeed and graduate. As a student, it is important for you to take advantage of this support. It is key to your progress and ultimate success. Upon your enrollment, you will be assigned a program mentor—an expert in your field of study who will provide you with regular program-level guidance and support from the day you start until the day you graduate. Your program mentor will set up regular telephone appointments (weekly at first) with you, which you will be expected to keep. The mentor will review program competencies with you and work with you to develop a plan and schedule for your coursework. Your program mentor will serve as your main point of contact throughout your program—helping you set weekly study goals, recommending specific learning materials, telling you what to expect in courses, and keeping you motivated. In addition to regular calls, your program mentor is available to help you resolve questions and concerns as they arise.

You will also be assigned to a course instructor for each course. Course instructors are doctoral-level subject matter experts who will assist your learning in each individual course. When you begin a new course, your assigned course instructor will actively monitor your progress and will be in touch to offer one-on-one instruction and to provide you with information about webinars, cohort sessions, and other learning opportunities available to help you acquire the competencies you need to master the course. Your course instructor can discuss your learning for the course, help you find answers to content questions, and give you the tools to navigate the course successfully. In addition, you will communicate with course instructors by posting in the online learning community and participating in live discussion sessions such as webinars and cohorts.

For many of the courses at WGU, you will be required to complete performance assessments. These include reports, papers, presentations, and projects that let you demonstrate your mastery of the required competencies. A separate group of faculty members, called evaluators, will review your work to determine whether it meets requirements. Evaluators are also subject matter experts in their field of evaluation. If your assessment needs further work before it "passes," these evaluators, who review your work anonymously, will provide you with instructional feedback to help you meet evaluation standards and allow you to advance.

Connecting with Other Mentors and Fellow Students

As you proceed through your Degree Plan, you will have direct contact with multiple faculty members. These communications can take a variety of forms, including participation in one-on-one discussions, chats in the learning communities, and live cohort and webinar opportunities. As a WGU student, you will have access to your own personal MyWGU Student Portal, which will provide a gateway to your courses of study, learning resources, and learning communities where you will interact with faculty and other students.

The learning resources in each course are specifically designed to support you as you develop competencies in preparation for your assessments. These learning resources may include reading materials, videos, tutorials, cohort opportunities, community discussions, and live discussions that are guided by course instructors who are experts in their field. You will access your program community during your orientation course to network with peers who are enrolled in your program and to receive continued support through professional enrichment and program-specific chats, blogs, and discussions. WGU also provides Student Services associates to help you and your program mentor solve any special problems that may arise.

Orientation

The WGU orientation course focuses on acquainting you with WGU's competency-based model, distance education, technology, and other resources and tools available for students. You will also utilize WGU program and course communities, participate in activities, and get to know other students at WGU. The orientation course must be completed before you can start your first term at WGU.

Transferability of Prior College Coursework

Because WGU is a competency-based institution, it does not award degrees based on credits but rather on demonstration of competency. However, if you have completed college coursework at another accredited institution, or if you have completed industry certifications, you may have your transcripts and certifications evaluated to determine if you are eligible to receive some transfer credit. The guidelines for determining what credits will be granted varies based on the degree program. Students entering graduate programs must have their undergraduate degree verified before being admitted to WGU. To review more information in regards to transfer guidelines based on the different degree programs, you may visit the Student Handbook found at the link below and search for "Transfer Credit Evaluation."

[Click here for the Student Handbook](#)

WGU does not waive any requirements based on a student's professional experience and does not perform a "résumé review" or "portfolio review" that will automatically waive any degree requirements. Degree requirements and transferability rules are subject to change in order to keep the degree content relevant and current.

Remember, WGU's competency-based approach lets you take advantage of your knowledge and skills, regardless of how you obtained them. Even when you do not directly receive credit, the knowledge you possess may help you accelerate the time it takes to complete your degree program.

Continuous Enrollment, On Time Progress, and Satisfactory Academic Progress

WGU is a "continuous enrollment" institution, which means you will be automatically enrolled in each of your new terms while you are at WGU. Each term is six months long. Longer terms and continuous enrollment allow you to focus on your studies without the hassle of unnatural breaks between terms that you would experience at a more traditional university. At the end of every six-month term, you and your program mentor will review the progress you have made and revise your Degree Plan for your next six-month term.

WGU requires that students make measurable progress toward the completion of their degree programs every term. We call this "On-Time Progress," denoting that you are on track and making progress toward on-time graduation. As full-time students, graduate students must enroll in at least 8 competency units each term, and undergraduate students must enroll in at least 12 competency units each term. Completing at least these minimum enrollments is essential to On-Time Progress and serves as a baseline from which you may accelerate your program. We measure your progress based on the courses you are able to pass, not on your accumulation of credit hours or course grades. Every time you pass a course, you are demonstrating that you have mastered skills and knowledge in your degree program. For comparison to traditional grading systems, passing a course means you have demonstrated competency equivalent to a "B" grade or better.

WGU assigns competency units to each course in order to track your progress through the program. A competency unit is equivalent to one semester credit of learning. Some courses may be assigned 3 competency units while others may be as large as 12 competency units.

Satisfactory Academic Progress (SAP) is particularly important to students on financial aid because you must achieve SAP in order to maintain eligibility for financial aid. We will measure your SAP quantitatively by reviewing the number of competency units you have completed each term. In order to remain in good

academic standing, you must complete at least 66.67% of the units you attempt over the length of your program—including any courses you add to your term to accelerate your progress. Additionally, during your first term at WGU you must pass at least 3 competency units in order to remain eligible for financial aid. We know that SAP is complex, so please contact a financial aid counselor should you have additional questions. *Please note: The Endorsement Preparation Program in Educational Leadership is not eligible for federal financial aid.

Courses

Your Degree Plan includes courses needed to complete your program. To obtain your degree, you will be required to demonstrate your skills and knowledge by completing the assessment(s) for each course. In general there are two types of assessments: performance assessments and objective assessments. Performance assessments contain, in most cases, multiple scored tasks such as projects, essays, and research papers. Objective assessments include multiple-choice items, multiple-selection items, matching, short answer, drag-and-drop, and point-and-click item types, as well as case study and video-based items. Certifications verified through third parties may also be included in your program. More detailed information about each assessment is provided in each course of study.

Learning Resources

WGU works with many different educational partners, including enterprises, publishers, training companies, and higher educational institutions, to provide high-quality and effective learning resources that match the competencies you are developing. These vary in type, and may be combined to create the best learning experience for your course. A learning resource can be an e-textbook, online module, study guide, simulation, virtual lab, tutorial, or a combination of these. The cost of most learning resources are included in your tuition and Learning Resource Fee. They can be accessed or enrolled for through your courses. Some degree-specific resources are not covered by your tuition, and you will need to cover those costs separately. WGU also provides a robust library to help you obtain additional learning resources, as needed.

Mobile Compatibility:

The following article provides additional details about the current state of mobile compatibility for learning resources at WGU. It includes a list that can be referenced to determine the mobile friendliness of all core course materials used in a program.

[Student Handbook article: Can I use my mobile device for learning resources?](#)

Standard Path

As previously mentioned, competency units (CUs) have been assigned to each course in order to measure your academic progress. If you are an undergraduate student, you will be expected to enroll in a minimum of 12 competency units each term. Graduate students are expected to enroll in a minimum of 8 competency units each term. A standard plan for a student for this program who entered WGU without any transfer units would look similar to the one on the following page. Your personal progress can be faster, but your pace will be determined by the extent of your transfer units, your time commitment, and your determination to proceed at a faster rate.

Standard Path *for* Bachelor of Science, Health Services Coordination

Course Description	CUs	Term
Professional Leadership and Communication for Healthcare	2	1
Medical Terminology	3	1
English Composition I	3	1
Introduction to Care Coordination	3	1
Introduction to Psychology	3	1
Healthcare Ecosystems	3	2
Anatomy and Physiology I	4	2
Roles and Responsibilities in an Interdisciplinary Team	3	2
Introduction to Sociology	3	2
Anatomy and Physiology II	4	3
Health and Wellness through Nutritional Science	3	3
Communication and Organizational Awareness	3	3
Applied Healthcare Statistics	4	3
Human Growth and Development Across the Lifespan	3	4
Critical Thinking and Strategic Decision-Making	3	4
Care of the Older Adult	3	4
Introduction to Pharmacology	3	4
Critical Thinking and Logic	3	5
History of Healthcare in America	3	5
Contemporary Topics and the Influence on Healthcare Today	3	5
Pathophysiology	3	5
Navigating Care Across the Continuum	3	6
Care for Individuals and Families	3	6
Cultural Awareness for the Healthcare Professional	3	6
Evidenced-Based Practice for Care Coordination	3	6
Technology Applications in Healthcare	3	7
Financial Resource Management and Healthcare Reimbursement	4	7
Care at the End of Life	3	7
Health Equity and Social Determinants of Health	3	7
Health Literacy for the Client and Family	3	8
Healthcare Values and Ethics	3	8
Community Relations and Leadership	3	8
Care Coordination for the Patient (Chronic, Palliative, Behavioral, Population)	4	8
Health Services Coordination Field Experience	3	9
Models of Care and Healthcare Trends	3	9

Course Description	CUs	Term
Health Services Coordination Capstone	3	9

Changes to Curriculum

WGU publishes an Institutional Catalog, which describes the academic requirements of each degree program. Although students are required to complete the program version current at the time of their enrollment, WGU may modify requirements and course offerings within that version of the program to maintain the currency and relevance of WGU's competencies and programs. When program requirements are updated, students readmitting after withdrawal from the university will be expected to re-enter into the most current catalog version of the program.

Areas of Study for **Bachelor of Science, Health Services Coordination**

The following section includes the areas of study in the program, with their associated courses. Your specific learning resources and level of instructional support will vary based on the individual competencies you bring to the program and your confidence in developing the knowledge, skills, and abilities required in each area of the degree. The Degree Plan and learning resources are dynamic, so you need to review your Degree Plan and seek the advice of your mentor regarding the resources before you purchase them.

Foundations of Success

Professional Leadership and Communication for Healthcare

The Professional Communication and Leadership in Healthcare course is designed to help students prepare for success in the online environment at Western Governors University and beyond. Student success starts with the social support and self-reflective awareness that will prepare students to weather the challenges of academic programs. In this course students will participate in group activities and complete several individual assignments. The group activities are aimed at finding support and gaining insight from other students. The assignments are intended to give the student an opportunity to reflect about where they are and where they would like to be. The activities in each group meeting are designed to give students several tools they can use to achieve success. This course is designed as a five-part intensive learning experience. Students will attend five group meetings during the term. At each meeting students will engage in activities that help them understand their own educational journey and find support and inspiration in the journey of others.

This course covers the following competencies:

- *The graduate evaluates and displays behaviors consistent with the process of self-discovery and mindfulness.*

- *The graduate demonstrates the ability to apply the concept of working styles to leadership skills.*

- *The graduate demonstrates appropriate patterns of effective communication.*

- *The graduate identifies and applies appropriate communication strategies to develop a supportive community of peers.*

Healthcare Management

Medical Terminology

Medical Terminology focuses on the basic components of medical terminology and how terminology is used when discussing various body structures and systems. Proper use of medical terminology is critical for accurate and clear communication among medical staff, health professionals, and patients. In addition to the systems of the body, this course will discuss immunity, infections, mental health, and cancer.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*

- *The graduate accurately identifies primary and secondary word parts and forms of basic medical terms.*

- *The graduate accurately identifies medical terms associated with the urinary system in context with anatomical structures and physiological and pathophysiological functions of the human body.*

- *The graduate accurately identifies medical terms associated with reproductive systems in context with anatomical structures and physiological and pathophysiological functions of the human body.*

- *The graduate accurately identifies medical terms associated with body structure in context with anatomical structures and physiological and pathophysiological functions of the human body.*

- *The graduate accurately identifies medical terms associated with the integumentary system in context with anatomical structures and physiological and pathophysiological functions of the human body.*

- *The graduate accurately identifies medical terms associated with the special senses of the eye and ear in context with anatomical structures and physiological and pathophysiological functions of the human body.*

- *The graduate accurately identifies medical terms associated with the musculoskeletal system in context with anatomical structures and physiological and pathophysiological functions of the human body.*

- *The graduate accurately identifies medical terms associated with the digestive system in context with anatomical structures and physiological and pathophysiological functions of the human body.*

- *The graduate accurately identifies medical terms associated with the cardiovascular and lymphatic systems in context with anatomical, physiological and pathophysiological functions related to immunity and infections of the human body.*

- *The graduate accurately identifies medical terms associated with the respiratory system in context with anatomical structures and physiological and pathophysiological functions of the human body.*

- *The graduate accurately identifies medical terms associated with the endocrine and nervous systems in context with anatomical structures and physiological and pathophysiological functions of the human body.*

Healthcare Ecosystems

Healthcare Ecosystems explores the history and state of healthcare organizations in an ever-changing environment. This course covers how agencies influence healthcare delivery through legal, licensure, certification, and accreditation standards. The course will also discuss how new technologies and trends keep healthcare delivery innovative and current. There are no prerequisites for this course.

This course covers the following competencies:

- *The graduate analyzes the implications of key historic, economic, social, and legislative events that influenced the evolution of medical care in the United States, including the roles of health professionals and technology in the organization of contemporary healthcare systems.*

- *The graduate analyzes how the components and operation of healthcare delivery systems across the continuum of patient care influence cost, access, and quality of care.*

- *The graduate analyzes how licensing, certification, and accreditation agencies for healthcare organizations impact healthcare delivery at federal, state, local, and organizational levels.*

- *The graduate analyzes how relationships between clinical healthcare quality, reimbursement for services, and patient access to medical care influence the services that are provided at various levels of healthcare organizations.*

- *The graduate analyzes how federal legislation and programs influence the provision of services at all levels of healthcare organizations.*

- *The graduate analyzes how emerging technologies and trends in healthcare informatics and medical practice, as well as federal government initiatives, impact contemporary healthcare delivery.*

Communication and Organizational Awareness

Communication and Organizational Awareness will help students develop skills associated with change management, conflict resolution, decision-making, negotiation, and team building. The course will allow students to practice effective ways to engage with other professionals within an organization by understanding group dynamics and conflict resolution. This course will teach students to analyze organizational communication concepts as they relate to personal experiences. This course also applies contemporary organizational theories as they relate to group communication, intercultural communication, conflict management, and change management. There are no prerequisites for this course.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*

- *The graduate applies strategies for managing work, collaboration, intercultural communication, and problem-solving in interprofessional teams to maximize productivity.*

- *The graduate applies shared decision-making principles and professional leadership principles to performance management strategies, community relations, and professional development to be an effective leader.*

- *The graduate identifies how cultural awareness, organizational hierarchy, policies and procedures, and personnel resources contribute to achieving an organization's mission and vision.*

Care of the Older Adult

Care of the Older Adult adapts the concepts from prior coursework to the care of older adults. An understanding of the effects that policy and legislation have on how healthcare systems treat aging patients sets a foundation for improving their care. Students will apply health assessment skills and evidence-based standards in such a way to account for the specific needs of older adults. Emphasis is placed on the importance of maintaining the dignity of older adults by focusing on cultural, religious, spiritual, and communication needs, and by collaborating on care with older adults, families, and caregivers.

This course covers the following competencies:

- *The graduate integrates principles of compassion and respect for patients and their families into the planning and delivery of care to a diverse population of older adults and into advocacy for vulnerable older adults.*

- *The graduate evaluates the older adults' life and world, with special awareness of the diversity among the health status of older adults through individualized care, advocating for and promoting diversity, and ensuring support systems are in place.*

- *The graduate effectively collaborates with patients, families and interprofessional team members in planning care across the lifespan that addresses older adults' physical, mental, psychosocial, and spiritual needs and preferences, while promoting autonomy and responding to changes in health status and related treatments.*

- *The graduate recommends techniques to cocreate health and illness management practices with older adults and their families (caregivers) that ensure safety and optimal maintenance of functional ability, taking into account patient characteristics and needs and patient and caregiver vulnerabilities as well as strengths.*

- *The graduate selects appropriate evidence-based standards of health promotion, risk reduction, and disease prevention in older adult populations.*

- *The graduate collaborates with patients, families, and the interprofessional team to select the appropriate application of technology to enhance older adults' safety and independence.*

- *The graduate evaluates the effectiveness of the healthcare environment and the influence of health policy in providing care that maximizes the functional status and independence of older adults in accordance with patient characteristics and patient and family needs.*

- *The graduate determines the needs of older adults and their families and caregivers to coordinate patient-centered, safe transitions of care that aim to assure the least-restrictive care environment relative to strengths and vulnerabilities to reduce unnecessary hospitalizations.*

- *The graduate collaborates with patients and families to support their needs through palliative and hospice care in order to reduce symptom burden and treatment fatigue and enhance quality of life, as well as end-of-life care that is compassionate, respectful, patient-centered, and family supported.*

Introduction to Pharmacology

Introduction to Pharmacology provides information about drug development and approvals, pharmaceutical classifications, metabolism, and the effect of drugs on body systems. The course will introduce advancements in pharmaceutical technology, regulatory requirements within electronic health record systems, and the financial implications of pharmaceutical coding and billing. This course has no prerequisites.

This course covers the following competencies:

- *The graduate analyzes the basic concepts, principles, and standards of general pharmacology.*

- *The graduate examines fundamental concepts associated with pharmaceutical agents that affect the body systems.*

- *The graduate analyzes the medication module of an electronic health record (EHR).*

- *The graduate evaluates the financial and legal impact of accurate billing and coding for pharmaceutical services in a healthcare system.*

Pathophysiology

Pathophysiology is an overview of the pathology and treatment of diseases in the human body and its systems. This course will explain the processes in the body that result in the signs and symptoms of disease, as well as therapeutic procedures in managing or curing the disease. The content draws on a knowledge of anatomy and physiology to understand how diseases manifest themselves and how they affect the body.

This course covers the following competencies:

- *The graduate examines how the organization of the human body and body systems, including tissues, glands and membranes, relates to the physiological functions of the body and impacts disease processes.*

- *The graduate examines common disorders of the musculoskeletal and integumentary systems and associates appropriate diagnostic tests, and therapeutic procedures with these disorders.*

- *The graduate examines common disorders of the central nervous system, peripheral nervous system, and sensory organs and associates appropriate diagnostic tests, and therapeutic procedures with these disorders.*

- *The graduate examines common disorders of the cardiovascular, circulation, lymphatic, and immune systems and associates appropriate diagnostic tests, and therapeutic procedures with these disorders.*

- *The graduate examines common disorders of the respiratory system and associates appropriate diagnostic tests, and*

therapeutic procedures with these disorders.

- *The graduate examines common disorders of the digestive system and associates appropriate diagnostic tests, and therapeutic procedures with these disorders.*

- *The graduate examines common disorders of the urinary, endocrine and reproductive systems and associates appropriate diagnostic tests, and therapeutic procedures with these disorders.*

Technology Applications in Healthcare

Technology Applications in Healthcare explores how technology continues to change and influence the healthcare industry. The course examines practical managerial applications as well as the legal, ethical, and practical aspects of access to health and disease information with an emphasis on ensuring the protection of private health information. There are no prerequisites for this course.

This course covers the following competencies:

- *The graduate assesses the use of information technology to gather information for decision-making in healthcare.*

- *The graduate applies basic business software applications to fundamental professional activities.*

- *The graduate analyzes health management information systems (HMIS) tools and applications.*

- *The graduate assesses the managerial use of health information.*

- *The graduate analyzes the requirements and practices for maintaining the security and privacy of healthcare information.*

Financial Resource Management and Healthcare Reimbursement

Financial Resource Management and Healthcare Reimbursement examines financial practices and reimbursement methodologies within the healthcare industry. This course covers the analysis of governmental regulations and laws ensuring alignment with billing and coding practices. This course also covers the evaluation of effective revenue cycle management focusing on the organization's financial stability. This course has no prerequisites.

This course covers the following competencies:

- *The graduate analyzes contemporary healthcare reimbursement methodologies and systems used in the United States.*

- *The graduate analyzes how coding and billing cycle processes impact institutional revenue cycles.*

- *The graduate analyzes how government policies impact various government-sponsored healthcare programs.*

- *The graduate analyzes how third-party reimbursement payment calculations impact reimbursement in healthcare organizations.*

- *The graduate evaluates policies and procedures in healthcare organizations to ensure compliance with federal laws and regulations.*

- *The graduate analyzes the financial management control processes in healthcare organizations.*

Health Equity and Social Determinants of Health

Health Equity and Social Determinants of Health introduces students to the concept of health equity and social determinants of health. This course analyses gaps in the delivery of healthcare related to race, ethnicity, social class, gender, nationality, and migration status. This course helps students gain an understanding of health disparities and interventions that promote health equity by overcoming social barriers. There are no prerequisites for this course.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*

- *The graduate develops a plan to address the social determinants of health across populations.*

- *The graduate evaluates interventions, using social determinants of health for diverse populations, to ensure they are culturally sensitive and appropriate.*

- *The graduate applies healthcare interventions that meet professional ethical guidelines, within the scope of practice, and align with the social and economic conditions of the population they serve.*

- *The graduate develops strategies to engage, sustain, and grow community relationships in order to promote health*

equity and overcome social barriers.

- *The graduate identifies how economic and social determinants influence an organization's mission, policies, and professional development opportunities to promote health equity in communities.*

- *The graduate analyzes the impact of various healthcare financial models and regulatory policies on the social and economic disparities across diverse populations.*

General Education

English Composition I

English Composition I introduces candidates to the types of writing and thinking that are valued in college and beyond. Candidates will practice writing in several genres with emphasis placed on writing and revising academic arguments. Instruction and exercises in grammar, mechanics, research documentation, and style are paired with each module so that writers can practice these skills as necessary. Composition I is a foundational course designed to help candidates prepare for success at the college level. There are no prerequisites for English Composition I.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*

- *The graduate applies appropriate grammatical rules, sentence structure, and writing conventions.*

- *The graduate selects appropriate rhetorical strategies that improve writing and argumentation.*

- *The graduate appropriately uses a given writing style.*

- *The graduate uses appropriate writing and revision strategies.*

- *The graduate integrates credible and relevant sources into written arguments.*

- *The graduate composes an appropriate narrative for a given context.*

- *The graduate composes an appropriate argumentative essay for a given context.*

Introduction to Psychology

In this course, students will develop an understanding of psychology and how it helps them better understand others and themselves. Students will learn general theories about psychological development, the structure of the brain, and how psychologists study behavior. They will gain an understanding of both normal and disordered psychological behaviors, as well as general applications of the science of psychology in society (such as personality typing and counseling).

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*

- *The graduate explains the biological perspectives of psychology.*

- *The graduate explains the theories of learning and memory.*

- *The graduate explains the concepts of personality development and social psychology.*

- *The graduate identifies psychological disorders and treatment methods.*

- *The graduate explains the foundations of psychology.*

Introduction to Sociology

This course teaches students to think like sociologists, or, in other words, to see and understand the hidden rules, or norms, by which people live, and how they free or restrain behavior. Students will learn about socializing institutions, such as schools and families, as well as workplace organizations and governments. Participants will also learn how people deviate from the rules by challenging norms and how such behavior may result in social change, either on a large scale or within small groups.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*

- *The graduate explains how societies are stratified across various social statuses.*

- *The graduate explains reciprocal relationships between social institutions and individuals.*

- *The graduate explains major perspectives and key contributors to the development of sociology.*

- *The graduate identifies components of culture and socialization as they relate to individuals in society.*

- *The graduate explains the constructs of conformity to and deviance from social norms.*

Applied Healthcare Statistics

Applied Healthcare Probability and Statistics is designed to help develop competence in the fundamental concepts of basic mathematics, introductory algebra, and statistics and probability. These concepts include basic arithmetic with fractions and signed numbers; introductory algebra and graphing; descriptive statistics; regression and correlation; and probability. Statistical data and probability are now commonplace in the healthcare field. This course will help candidates make informed decisions about which studies and results are valid, which are not, and how those results affect your decisions. This course will give candidates background in what constitutes sound research design and how to appropriately model phenomena using statistical data. Additionally, this course guides candidates in calculating simple probabilities based on events which occur in the healthcare profession. This course will prepare candidates for studies at WGU, as well as in the healthcare profession.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*

- *The graduate applies the operations, processes, and procedures of basic arithmetic to solve expressions.*

- *The graduate applies the operations, processes, and procedures of fractions, decimals, and percentages to evaluate quantitative expressions.*

- *The graduate applies the operations, processes, and procedures of basic algebra to evaluate quantitative expressions, and to solve equations and inequalities.*

- *The graduate evaluates categorical and quantitative data pertaining to a single variable using appropriate graphical displays and numerical measures.*

- *The graduate evaluates the relationship between two variables through interpretation of visual displays and numerical measures.*

- *The graduate evaluates the relationship between two quantitative variables through correlation and regression.*

- *The graduate applies principles and methods of probability-based mathematics to explain and solve problems.*

Human Growth and Development Across the Lifespan

This course introduces candidates to human development across the lifespan. This will include an introductory survey of cognitive, psychological, and physical growth. Candidates will gain an understanding of the emergence of personality, identity, gender and sexuality, social relationships, emotion, language, and moral development through life. This will include milestones such as education, achievement, work, dying, and death.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*

- *The graduate explains guiding perspectives, theories, and influences on physical, cognitive, and social development across the lifespan.*

- *The graduate examines the processes of death, dying, and grieving.*

- *The graduate analyzes human physical development from conception through birth.*

- *The graduate analyzes the physical, cognitive, and social development of humans during infancy.*

- *The graduate analyzes the physical, cognitive, and social development of humans during early childhood.*

- *The graduate analyzes the physical, cognitive, and social development of humans during middle childhood.*

- *The graduate analyzes the physical, cognitive, and social development of humans during adolescence.*

- *The graduate explains the physical, cognitive, and social development of humans during early adulthood.*

- *The graduate analyzes the physical, cognitive, and social development of humans during middle adulthood.*

- *The graduate analyzes the physical, cognitive, and social development of humans during late adulthood.*

Critical Thinking and Logic

Reasoning and Problem Solving helps candidates internalize a systematic process for exploring issues that takes them beyond an unexamined point of view and encourages them to become more self-aware thinkers by applying principles of problem identification and clarification, planning and information gathering, identifying assumptions and values, analyzing and interpreting information and data, reaching well-founded conclusions, and identifying the role of critical thinking in disciplines and professions.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*

- *The graduate analyzes open-ended problems by learning about the problem and evaluating the accuracy and relevance of different perspectives on the problem.*

- *The graduate evaluates different sources representing a range of perspectives on a problem in order to weigh the implications and consequences of different solutions to the problem.*

- *The graduate identifies internal and external biases and assumptions related to a problem, and evaluates the influence and validity of these biases and assumptions.*

- *The graduate synthesizes information to understand a problem's complexities and potential solutions, and then evaluates the reasoning and evidence in support of these different solutions.*

- *The graduate logically brings together information to arrive at a viable solution to a problem, and then clearly and accurately communicates the results.*

- *The graduate recognizes the value of critical thinking in identifying and understanding the underlying structures of the disciplines and professions.*

Care Coordination

Introduction to Care Coordination

Introduction to Care Coordination explores the importance of understanding a patient's illness, patient's needs, and care of the patient as it relates to cultural and ethical norms. This course explores role development as a care coordinator, teaches understanding of the patient's health goals in alignment with activities of daily living, and explores the influences of an interdisciplinary approach to care and how a team approach facilitates a patient's desired outcome. This course investigates the importance of a patient- and family-centered care approach as it relates to a desired health outcome. There are no prerequisites for this course.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*

- *The graduate identifies appropriate resources and case management models to support patient's needs to provide optimal support.*

- *The graduate differentiates the characteristics and processes of acquiring certificates and credentials for healthcare coordination.*

- *The graduate applies treatment plans, associated resources, and client engagement principles based on the client's condition and circumstances to provide optimal support.*

- *The graduate applies appropriate intervention techniques for unique populations to enable optimal care coordination intervention.*

- *The graduate applies technology and patient information security practices for care coordination and case management to ensure privacy and security of patient information.*

- *The graduate identifies value-based financial models to ensure the protection of the healthcare organization, the protection of the patient, and provide optimal patient care.*

- *The graduate identifies concepts and services associated with chronic illness.*

- *The graduate differentiates the elements of professional practice of a health services coordinator.*

Roles and Responsibilities in an Interdisciplinary Team

Roles and Responsibilities in an Interdisciplinary Team helps students understand their role as an interdisciplinary team member. This course explores attributes of an effective team and challenges traditional professional boundaries in

assembling an interdisciplinary team. The course also requires students to analyze the relationship of an individual's expertise, knowledge, and skill base with the impact on care coordination and patient outcomes. There are no prerequisites for this course.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*

- *The graduate applies communication, collaboration, and leadership strategies among interprofessional teams and within the community to promote teamwork and foster positive working relationships.*

- *The graduate applies shared decision-making, critical thinking, and strategic decision-making principles related to interdisciplinary teams to meet shared goals.*

- *The graduate identifies compliance, regulatory, and coding standards that impact practice across organizations and healthcare settings.*

- *The graduate identifies end-of-life legal and ethical concepts, terminology, and legislation related to the autonomy of clients and their families involved in end-of-life care.*

- *The graduate identifies how evidence-based practice (EBP) and the use of data are integrated and applied to professional practice and care coordination.*

- *The graduate applies strategies to demonstrate professional communication, behavior, and etiquette within an interdisciplinary team.*

- *The graduate identifies the role of finance in interdisciplinary teams as related to Medicare and Medicaid, third-party insurance, and value-based financial models to remain in compliance with insurance regulation.*

- *The graduate applies treatment planning methods that incorporate principles of care coordination, organizational awareness, working with diverse populations, and operating within scope and standards of practice to maximize productivity.*

Navigating Care Across the Continuum

Navigating Care Across the Continuum concentrates on how services are used to promote general well-being, resolution of physical and/or behavioral issues, and palliative and chronic care. The course will prepare students to evaluate barriers to providing the continuity of care and ways to resolve or navigate through these barriers. The course focuses on how historical factors play a role in how care and treatment are adjusted to meet the current needs of an individual, group, or population in a variety of care settings. There are no prerequisites for this course.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*

- *The graduate applies regulatory, compliance, and reimbursement guidelines based on best practices for specific client populations to support positive outcomes.*

- *The graduate analyzes principles of information integrity and security, including any differentiation for clients with various levels of health and wellness, in order to maximize information security and patient privacy.*

- *The graduate applies assessments, using evidence-based practice (EBP), in the care and service coordination of patients with various levels of health and wellness.*

- *The graduate applies case management models and referral practices for patients with various levels of health and wellness to provide optimal care.*

- *The graduate applies customized technology-driven interventions based on patient characteristics, conditions, and intervention duration to enable optimal care.*

- *The graduate applies principles and strategies of patient care planning and service delivery, while incorporating appropriate care delivery models and treatment approaches, for patients with various levels of health and wellness in order to support optimal patient care and satisfaction.*

- *The graduate applies relationship-building skills that center on the client's family, incorporating models of engagement and effective communication strategies to enable cooperative care.*

Care for Individuals and Families

Care for Individuals and Families focuses on the holistic care of individuals, families, and populations with multifaceted healthcare needs. This course improves critical thinking and interdisciplinary communication skills to provide information to individuals or groups in a variety of settings. The focus of the course is on managing the transition of an individual, family, or

group through a variety of healthcare settings, which can include acute care hospitals, extended stay facilities, ambulatory care clinics, home care, outreach, or wellness. This course helps students develop effective professional communication skills and appropriate behaviors to ensure an individual, family, or group is successful in meeting its healthcare goals. There are no prerequisites for this course.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*

- *The graduate applies care delivery models to navigate individuals through a care plan in a variety of healthcare settings.*

- *The graduate applies knowledge of insurance and reimbursement practices to ensure continuity of care for individuals and families.*

- *The graduate applies social determinants of health, client engagement techniques, and principles of human growth and development to create individual care plans that help individuals and families be successful in meeting their healthcare goals.*

- *The graduate implements comprehensive client assessment strategies for prevention practices across populations.*

- *The graduate applies intervention strategies to meet the healthcare needs of the patient and family.*

- *The graduate applies treatment planning strategies to meet the healthcare needs of the patient and family.*

- *The graduate applies the analytic principles, processes, and frameworks of evidence-based practice (EBP) to task-centered practices in a variety of healthcare settings.*

- *The graduate identifies how regulations and laws ethically impact scope of practice in caring for individuals and families.*

- *The graduate applies best practices for chronic conditions and end-of-life care options to guide individuals through end-of-life transitions in a variety of healthcare settings.*

- *The graduate applies professional communication and shared decision-making strategies in order to deliver quality care to individuals and families.*

Evidenced-Based Practice for Care Coordination

Evidence-Based Practice for Care Coordination focuses on students' use of valid and relevant external evidence to make healthcare decisions as it relates to transitioning from one service area to another. This course guides students as they explore care coordination decisions through natural inquiry by focusing on the improvement of patient outcomes. There are no prerequisites for this course.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*

- *The graduate applies shared decision-making principles to case management to meet shared goals.*

- *The graduate analyzes how assessments, interventions, and treatment approaches impact care coordination standards.*

- *The graduate evaluates the impact of cultural awareness, social determinants of health, and vulnerable populations on care coordination decision-making.*

- *The graduate applies evidence-based practice (EBP) to transition from one service area to another.*

Care at the End of Life

Care at the End of Life focuses on examining strategies for coping with dying and bereavement within the context of individual and cultural variations. This course will explore ethnic and cultural factors that affect an individual's response to loss. This course will cover planning and implementing ideal interventions to help individuals, families, and groups cope with loss and grief. This course will also analyze the influences of the life cycle on an individual's reaction to death. There are no prerequisites for this course.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*

- *The graduate develops a communication strategy using the standards of practice related to professional behavior and*

effective communication practices across populations.

- *The graduate applies patient-family–centered care planning principles in a collaborative setting to improve healthcare outcomes.*

- *The graduate develops a model for shared decision-making for clients and families by considering cultural, socioeconomic, developmental, and physical factors across diverse populations.*

- *The graduate applies comprehensive assessments, treatment plans, prevention practices, and intervention techniques across contexts (i.e., populations, ages, and cultures) to deliver patient-centered care.*

- *The graduate applies ethical, legal, and regulatory requirements to information security, coding, insurance, and reimbursement for end-of-life care.*

- *The graduate evaluates the impact of chronic illness on clients, caregivers, and organizations to provide referrals and community connections and to employ strategies that improve the quality of life for patients and families.*

- *The graduate integrates palliative care into patient-centered care plans to ensure the autonomy of patients and families.*

- *The graduate applies ethical and legal considerations involved in end-of-life care to ensure compliance.*

Health Literacy for the Client and Family

Health Literacy for the Client and Family helps students recognize the importance of health literacy in overcoming healthcare barriers and creating patient-focused changes through family and patient empowerment. This course demonstrates how education, research, and technology all integrate and serve as a foundation for students as they create effective resources to improve health literacy for patients and families. This course helps students become advocates for their patients and their patients' families. There are no prerequisites for this course.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*

- *The graduate analyzes an education plan, given an individual's social determinants of health (SDOH) and assessment results, to improve patient health literacy.*

- *The graduate applies evidence-based practice (EBP) to a patient education plan to address health literacy for a diverse population.*

- *The graduate evaluates how health information technologies can assist in developing and delivering patient education plans to promote health literacy.*

- *The graduate applies effective communication strategies to remove health literacy barriers.*

- *The graduate evaluates an education plan for cultural awareness and engagement of individuals and families.*

Care Coordination for the Patient (Chronic, Palliative, Behavioral, Population)

Care Coordination for the Patient will focus on the role of the care coordinator within acute care hospitals, extended stay facilities, ambulatory care, home care, wellness, and outreach. This course will also cover operationalizing how to provide care coordination for patients with chronic disease and discuss palliative and behavioral care needs and population health. There are no prerequisites for this course.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*

- *The graduate applies patient-centered collaborative care with interdisciplinary teams in a variety of settings to enable optimal care coordination.*

- *The graduate analyzes the social determinants of health and care models across various populations to improve access to physical and behavioral health.*

- *The graduate applies best practice assessment and intervention techniques in a family- and patient-centric manner to coordinate comprehensive treatment plans.*

- *The graduate analyzes ethical and legal issues related to the choice of intervention across populations, their impact on health and behavioral healthcare processes, and evidence-based practice (EBP) to optimize healthcare coordination outcomes.*

- *The graduate applies evidence-based practice (EBP) related to the implementation of individual practice and*

interventions in a healthcare coordination role.

- *The graduate applies communication practices and technologies for case management practice to facilitate healthcare coordination.*

- *The graduate applies finance and regulation standards in various healthcare settings to ensure compliance and fiscal responsibility.*

- *The graduate develops strategies to educate a variety of populations about chronic illness and end-of-life care that align to the organization's mission and vision.*

- *The graduate assesses regulatory requirements to ensure the organization is compliant and lawful related to healthcare coordination.*

Health Sciences

Anatomy and Physiology I

Anatomy and Physiology I examines the structures and functions of the human body. The course is designed to provide students with a thorough understanding of human anatomy and physiology, including the interdependent operational relationships among them. Students will use a dissection lab to study organ systems of the human body in their healthy state, including the digestive, skeletal, sensory, respiratory, reproductive, nervous, muscular, cardiovascular, lymphatic, integumentary, endocrine, and renal systems. By examining these organ systems in a healthy state, healthcare professionals are more adept at recognizing when something is functioning abnormally, which is a key component to providing effective care to patients. For nursing students, this is the first of two anatomy and physiology courses within the program of study. This course has no prerequisites.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*

- *The graduate applies appropriate terminology to communicate about body position and human anatomical features and relationships.*

- *The graduate analyzes the structures and functions of the human cardiovascular and respiratory systems.*

- *The graduate analyzes the structure and function of the human renal and reproductive systems.*

- *The graduate analyzes the structure and function of the human nervous system.*

- *The graduate analyzes the structure and function of the human digestive system.*

- *The graduate analyzes the structures and functions of the human muscular, skeletal, and integumentary systems.*

- *The graduate analyzes the structure and function of the human lymphatic and endocrine systems.*

Anatomy and Physiology II

This course introduces advanced concepts of human anatomy and physiology through the investigation of the structures and functions of the body's organ systems. Students will have the opportunity to explore the body through laboratory experience and apply the concepts covered in this course. For nursing students, this is the second of two anatomy and physiology courses within the program of study.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*

- *The graduate analyzes the relationship between basic human metabolic functions and human cell and tissue structures.*

- *The graduate analyzes the structures, functions, and integration of the reproductive system.*

- *The graduate analyzes the structures, functions, and integration of the nervous system.*

- *The graduate analyzes the structures, functions, and integration of the muscular system.*

- *The graduate analyzes the structures, functions, and integration of the cardiovascular system.*

- *The graduate analyzes the structures, functions, and integration of the hematologic system, including immunity.*

- *The graduate analyzes the structures, functions, and integration of the respiratory system.*

- *The graduate analyzes the structures, functions, and integration of the renal system.*

- *The graduate analyzes the structures, functions, and integration of the digestive system.*

- *The graduate analyzes the structures, functions, and integration of the endocrine system, including principles of thermoregulation.*

Health and Wellness through Nutritional Science

Nutritional ignorance or misunderstandings are at the root of the health problems that most Americans face today. Health professionals need to be armed with the most current information available about nutrition science, including how to understand nutritional content of food; implications of exercise and activity on food consumption and weight management, and management of community or population specific nutritional challenges. The Health and Wellness Through Nutritional Science course should prepare health professionals to provide support, guidance, and teaching about incorporation of sound nutritional principles into daily life for health promotion. This course covers the following concepts: nutrition to support wellness; healthy nutritional choices; nutrition and physical activity; nutrition through the lifecycle; safety and security of food; and nutrition and global health environments.

This course covers the following competencies:

- *The graduate discusses components of a healthy diet plan, guided by national guidelines and sound nutritional principles.*

- *The graduate recognizes the role of health diet choices in relation to body weight, genetic control, healing and body weight imbalances.*

- *The graduate analyzes the balance of nutrition and physical activity in the human body and its relationship to overall physiological functioning and body systems.*

- *The graduate analyzes the role of nutrition in an average human life cycle from conception and pregnancy to older adulthood.*

- *The graduate analyzes the role of food safety in nutrition and the factors contributing to world hunger.*

- *The graduate discusses the various myths and truths about nutrition today, including dietary supplements and nutritional fads.*

History of Healthcare in America

History of Healthcare in America will examine individuals such as Henrietta Lacks, Elizabeth Stern, Rita Levi-Montalcini, Bennet Omalu, Gertrude B. Elion, and J. Robin Warren who contributed to the development of healthcare in the United States, from its inception to present day. This course examines how specific individuals and their scientific contributions influenced healthcare delivery and the continued evolution of healthcare, teaching from a systems or a value-based care perspective. The course also focuses on the way healthcare interacted with culture, politics, and society throughout U.S. history and how the evolution of healthcare may not have been possible without these individuals and others. There are no prerequisites for this course.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*

- *The graduate analyzes how sociopolitical drivers historically impacted value-based models and healthcare processes.*

- *The graduate analyzes how legal and regulatory requirements have been shaped by historical events and how these requirements continue to change practices across organizations and practice settings.*

- *The graduate analyzes the historical background and evolution of coding, insurance, reimbursement, and the Health Insurance Portability and Accountability Act of 1996 (HIPAA) across organizations and practice settings.*

- *The graduate identifies historical models of case management.*

Cultural Awareness for the Healthcare Professional

Cultural Awareness for the Healthcare Professional focuses on the differences found in cultures. It also focuses on how healthcare professionals can improve health outcomes and quality of care by understanding and contributing to the elimination of racial and ethnic health disparities. This course explores the national standards of Culturally and Linguistically Appropriate Services (CLAS) to decrease health disparities as healthcare professionals search for effective ways to provide care to a diverse population. There are no prerequisites for this course.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*

- *The graduate analyzes how cultural intelligence skills are used in planning interventions and delivering services while addressing the needs of unique and diverse populations to support the elimination of health disparities.*

- *The graduate applies strategies to build community relationships with strategic partners to support the elimination of health disparities.*

- *The graduate develops innovative strategies and materials for the organization to support cultural intelligence and to mitigate health disparities.*

Strategy

Critical Thinking and Strategic Decision-Making

Critical Thinking and Strategic Decision-Making explores the skills necessary to critique and construct arguments and analyze solutions with a system-wide focus. This course will examine how individuals and groups work to effectively solve problems and will explore the informal logic and decision-making processes used when creating resolutions for simple to complex decisions as a member of an interdisciplinary healthcare team. There are no prerequisites for this course.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*

- *The graduate analyzes task-centered practice across diverse communities and populations to improve health outcomes.*

- *The graduate applies treatment planning methods, tools, and techniques as a member of an interdisciplinary healthcare team.*

- *The graduate applies ethical and legal guidelines in day-to-day operations as a healthcare coordinator to improve health outcomes.*

- *The graduate applies system-wide solutions, health interventions, and individual practices with EBP based on current research and policies.*

- *The graduate applies interprofessional team building strategies and shared decision-making principles in order to make health services recommendations for clients and their families.*

- *The graduate recommends care services to patients and families based on chronic illness, palliative and hospice care, and end-of-life care to ensure the quality of life for patients and families.*

Contemporary Topics and the Influence on Healthcare Today

Contemporary Topics and the Influence on Healthcare Today analyzes contemporary healthcare trends currently influencing health outcomes, as an individual or group, in the United States. The course helps the student develop a comparative explanation on how internal and external structures and social, cultural, economic, and political issues influence how care is delivered. The course critically evaluates current healthcare systems and examines how contemporary issues continue to shape healthcare. There are no prerequisites for this course.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*

- *The graduate evaluates how current healthcare trends impact interprofessional team dynamics, sociopolitical influences, and scope of practice to deliver quality care in dynamic environments.*

- *The graduate identifies how regulations and laws are influenced by current healthcare trends.*

- *The graduate identifies how certification and credentialing are influenced by current healthcare trends.*

- *The graduate analyzes how social, socioeconomic, and physical environments influence the delivery of quality care to diverse client populations.*

- *The graduate evaluates contemporary issues related to advanced care coordination, scope of practice, and evidence-based practice (EBP) for ethical and legal compliance and cultural sensitivity.*

- *The graduate analyzes how trends in the processes and application of evidence-based practice (EBP) improve quality of care.*

- *The graduate applies contemporary methods in data and information governance to security measures at the micro, mezzo, and macro levels of practice.*

- *The graduate analyzes contemporary healthcare finance and regulatory issues related to the compliance of reimbursement and financial models to provide overall value to patients.*

Healthcare Values and Ethics

Healthcare Values and Ethics requires students to synthesize an interdisciplinary approach to decision-making as it applies to healthcare professionals. This course explores the contemporary issues facing healthcare professionals, which include patient autonomy, competence, and the health professional–patient relationships. In this course, students will develop their ability to critically analyze biomedical situations related to the ethical care of an individual along with the justice in distribution of healthcare. There are no prerequisites for this course.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*

- *The graduate analyzes the impact of social determinants of health on access to healthcare in diverse populations.*

- *The graduate plans interventions based on ethical and legal considerations to advocate for patient choice and access to care.*

- *The graduate evaluates regulatory practices of healthcare entities to safeguard data.*

- *The graduate analyzes chronic illness and end-of-life care in relation to patients, caregivers, available resources, and legislative boundaries to ensure ethical quality of care.*

Models of Care and Healthcare Trends

Models of Care and Healthcare Trends examines the unique characteristics of healthcare models in the United States. The course explores the evolution of healthcare models from fragmented systems to cohesive, quality-centric, and patient-focused systems. The focus of the course is on emerging trends created by social and political drivers and subsequent shifts in the continuum of care as it relates to patient outcomes. This course has no prerequisites.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*

- *The graduate develops a plan to incorporate cultural awareness in a healthcare setting.*

- *The graduate applies patient-centered treatment planning methods using evidence-based practice (EBP).*

- *The graduate applies intervention techniques using evidence-based research in a healthcare setting.*

- *The graduate implements care delivery models, based on sociopolitical drivers, with current financial models and regulations in a variety of healthcare settings.*

- *The graduate proposes ways in which digital technologies may be used for compliance, patient care, and data security.*

- *The graduate explains the importance of developing and maintaining community relationships with the strategic partners across the healthcare continuum.*

- *The graduate creates strategies to mitigate risk and manage chronic illness and end-of-life care in various healthcare settings.*

Leadership and Management Specialty

Community Relations and Leadership

Community Relations and Leadership focuses on leadership principles and how to apply them in real-world contexts. The course prepares students to analyze community needs and create change through community engagement. As leaders, the students' job is to engage in collaborative approaches with an understanding that the overarching goal is sustained success. This course helps students develop their abilities to negotiate challenges, make decisions, and act to bring stakeholders together to create transformation within communities. There are no prerequisites for this course.

This course covers the following competencies:

- *Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*

- *The graduate proposes interprofessional team strategies in complex community environments to advance care coordination.*

- *The graduate analyzes the impact of micro, mezzo, and macro sociopolitical drivers on the community's initiative and engagement to address the sociopolitical factors.*

- *The graduate develops a performance management strategy based on the integral nature of leadership in the profession to support the professional identity and development, as well as the behavior and etiquette, of care providers in the community.*

- *The graduate develops strategic partnerships between the community and the organization that align to the organization's mission and advance the development and implementation of shared goals.*

Professional Practice Experience

Health Services Coordination Field Experience

Health Services Coordination Field Experience provides students with real-world experiences as a care coordinator. This course requires students to record 40 hours of care coordination activities. This course allows students to conduct their field experience in a variety of settings. The course educates students on how to coordinate and execute practices that facilitate the transition of care within a healthcare setting.

This course covers the following competencies:

- *The graduate recommends interventions to provide quality care for a diverse patient population in a supervised setting.*

- *The graduate applies case management skills in the context of value-based care models to provide care that is effective and fiscally responsible.*

- *The graduate applies regulatory and compliance principles to safeguard patient information and privacy in a healthcare organization.*

- *The graduate demonstrates professionalism as a health services coordinator to reflect the standards of the profession and to provide optimal patient care.*

- *The graduate creates strategies to educate others regarding acute, chronic, and end-of-life care to provide patient- and family-centered support.*

- *The graduate recommends strategies to improve communication with patients, families, and healthcare providers to enhance patient satisfaction.*

- *The graduate executes practices that facilitate the transition of care within a healthcare setting while navigating emerging value-based care systems, promoting patient-centered holistic care, and providing integrated care management.*

Capstone

Health Services Coordination Capstone

Health Services Coordination Capstone is an integrative experience in which students draw from all subjects in the degree program to create a comprehensive product. The course will give students the opportunity to demonstrate their ability to think critically through complex healthcare situations, engage in interdisciplinary decision-making, and demonstrate effective communication to create care coordination solutions. These solutions will be a mechanism to improve patient-focused care coordination while in transition and decrease readmission rates while reducing the cost of care.

This course covers the following competencies:

- *The graduate develops comprehensive care coordination solutions by integrating core concepts from across the degree program.*

- *The graduate recommends strategies to advance patient-focused care coordination aimed at increasing client engagement of diverse populations, decreasing readmission rates, and reducing cost of care.*

- *The graduate evaluates management practices in care coordination planning and implementation to ensure ethical, legal, and regulatory compliance.*

- *The graduate recommends health information technology strategies to ensure that care coordination practices advance healthcare outcomes.*

Accessibility and Accomodations

Western Governors University is committed to providing equal access to its academic programs to all qualified students. WGU's Accessibility Services team supports this mission by providing support, resources, advocacy, collaboration, and academic accommodations for students with disabilities and other qualifying conditions under the Americans with Disabilities Act (ADA). WGU encourages student to complete the Accommodation Request Form as soon as they become aware of the need for an accommodation. Current and prospective students can reach the Accessibility Services team Monday through Friday 8:00 a.m. to 5:00 p.m. MST at 1-877-HELP-WGU (877-435-7948) x5922 or at ADASupport@wgu.edu.

Need More Information? WGU Student Services

WGU's Student Services team is dedicated exclusively to helping you achieve your academic goals. The Student Services office is available during extended hours to assist with general questions and requests. The Student Services team members help you resolve issues, listen to student issues and concerns, and make recommendations for improving policy and practice based on student feedback.

Student Services team members also assist with unresolved concerns to find equitable resolutions. To contact the Student Services team, please feel free to call 877-435-7948 or e-mail studentservices@wgu.edu. We are available Monday through Friday from 6:00 a.m. to 10:00 p.m., Saturday from 7:00 a.m. to 7:00 p.m., mountain standard time. Closed Sundays.

If you have inquiries or concerns that require technical support, please contact the WGU IT Service Desk. The IT Service Desk is available Monday through Friday, 6:00 a.m. to 10:00 p.m. and Saturday and Sunday, 10:00 a.m. to 7:00 p.m., mountain standard time. To contact the IT Service Desk, please call 1-877-HELP-WGU (877-435-7948) or e-mail servicedesk@wgu.edu. The support teams are generally closed in observance of university holidays.

For the most current information regarding WGU support services, please visit "Student Support" on the Student Portal at http://my.wgu.edu.