

**Course Objectives/Course Outline**  
**Spokane Community College**

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**Course Title:** Healthcare Environment and Professional Skills

**Prefix and Course Number:** HIM 219

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**Course Learning Outcomes:**

**By the end of this course, a student should be able to:**

- This course gives an overview of the healthcare environment and of the leadership, planning, professional and communication skills that are essential to be successful in this environment.
- It covers the healthcare systems as a whole including provider, governing, and payment organizations.

**Course Outline**

- I. Healthcare Environment
- II. Health Delivery Organizations
- III. Healthcare Payment Systems
- IV. Role of Healthcare Professional
- V. Government Regulation and Certificate
- VI. Leadership and Change Management
- VII. Quality Standards
- VIII. IT Strategic Planning
- IX. Business Communication and Ethics
- X. Teams and Team Building
- XI. Professionalism and Customer Service
- XII. Staying Current with Technology and Industry