



The University of South Dakota, School of Health Sciences

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**HSC 275**

**Comparative Cultures, Theory and Leadership in  
Healthcare: Travel to Nicaragua, Central America**

**3 credits**

**Winter Break 2014**

**Instructor:** Margaret Walker, Ed.D., MSN, MBA, RN

**Office Hours:** Please call me or email me

**Office Phone:** No office on campus

**Cellular Phone :** 603-942-8429

**E-Mail:** Margaret.Walker@usd.edu or mjwalker@metrocast.net

*Please note: I live in New Hampshire and will travel with you. I usually teach for USD online through D2L. I am available via telephone and email at any time before or after the trip.*

*Thank you, Dr. Margaret Walker*

**Health Sciences Major Mission Statement**

**The Health Sciences major provides an interdisciplinary foundation in health care that imparts the opportunity to develop the knowledge, skills, and attitude necessary to contribute as a safe and effective member of the health care team.**

**Welcome to HSC 275**

**Consider all of us in the Health Sciences Department team members in helping you to prepare for your future as a health care professional!**

**I. Course Description**

Health care practitioners are expected to provide culturally congruent care that meets the patient's cultural values and lifestyles. Students will read selected information related to the importance of cultural competency in health care. Students will also gain an understanding of culturally relevant theory and learn to apply correlating models as a foundation for their practice. This course provides Health Science students an opportunity to achieve the program outcome of global citizenship.

Students will have an opportunity to explore health care and cultural norms in Nicaragua, Central America. Direct observations and interviews will provide a basis of understanding the differences in health care delivery as well as expectations for health care in the country. Travel within Nicaragua's rural and urban health care facilities as well as opportunities to discuss health care issues

with local citizens will provide experience that can be applied in your future health care practice.

## **II. Rationale**

This course provides the background to help students continue on a journey of self-reflection and understanding of other cultures; to introduce them to the interactions between health professionals and patients and the dynamics of this relationship; and to develop an awareness of the larger global organizational, societal and health care context in which the experience takes place.

## **III. Course Prerequisites**

### **A. Previous courses/experience**

None

## **IV. Course Goals**

Students will develop skills in professional communication, teamwork, professional preparation, customer service, and relationship-centered care as each relates to a profession in global health sciences. This course falls under the System-wide Graduation Requirements (SGR) goal of Expertise and Global Learning, with students focusing on one or more areas of in-depth study through their major and minor coursework, developing a level of expertise that will serve them not only in their intended career but also as educated citizens.

## **V. Student Learning Outcomes**

Upon completion of this course the students will have:

1. Developed specific skills, competencies, and views needed by professionals in global health care.
2. Learned fundamental principles, generalizations, or theories in global health care.
3. Learned to apply course material to improve thinking, problem solving and decision making in global health care.
4. Developed skills to become inclusive of people, ideas, and experiences both within and outside of health care internationally.
5. Learned to work effectively as part of an interdisciplinary team.
6. Learned to recognize, value, and respect cultural difference as integral to the discipline of health care.

**VI. Program Outcomes** HSC 275 is designed to assist the student in developing the following outcomes of the intended travel experience end-of-program outcomes for the health sciences major:

1. Communication
2. Professionalism
3. Teamwork
4. Problem Solving
5. Valuing
6. Global Citizenship

**VII. Suggested Reading before the trip: I will provide discussions that cover the materials in the texts as well as provide discussion during the observational experiences.**

1. Shi, L. and Singh, D. (2010) *Essentials of the U.S. Health Care System*. Sudbury, MA: Jones and Bartlett Publishers. [www.jbpub.com](http://www.jbpub.com) **ISBN: 978-0-7637-6380-0**
2. Oxford University Press (1992). *Health Care in Nicaragua: Primary care under changing regimes*. **ISBN 10: 0195067533 / ISBN 13: 9780195067538**
3. Visit Nicaragua: <http://visitnicaragua.us/>
4. Travel information:  
<http://wwwnc.cdc.gov/travel/destinations/traveler/none/nicaragua>

## **VIII. Instructional Methods and Activities**

This course is a 3 credit course with accelerated lesson planning with travel and direct life experience. Traditional on-campus courses meet for 2.5-3 hours a week for 16 weeks. The following instructional modes will be employed:

### **1. Presentations, Lecture, and Discussion/Participation**

This course is presented directly during the travel experience. All participants are required to attend all presentations and scheduled observations at local health care facilities (hospitals, clinics, pharmacies).

## **IX. Grading for Coursework Required within the Major**

### Methods of Evaluation

1. Traditional Assessments
  - a. Questions and answer sessions
  - b. Group discussions
  - c. Participation in class
2. Performance Assessments
  - a. Level of engagement in local activities
  - b. Level of participation in learning activities

### Evaluation Procedures

Students will earn their grades by their performance in the active learning plans. Class attendance and participation assessment will be based on student involvement in class discussions and class assignments.

Attendance in learning activities 250 points

Level of participation in classroom discussions 250 points

Participation with cultural activities 250 points

Interactions with fellow students and desire to seek global learning 250 points

Total points: 1000

Grade A	90 – 100%
Grade B	80 – 89%
Grade C	70 – 79%
Grade D	60– 69%
Grade F	59 and below

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1. A maximum of 1000 points can be earned in this course.
  2. Grades will be posted in D2L.
  3. Students must earn a final grade of a ‘C’ or higher in all HSC prefix courses for satisfactory completion of the major.
  4. No extra credit can be earned in any HSC prefix.
  5. Assignment and Course Completion:
    - a. Any course assignments that are not submitted by the established deadline (no later than 11:59 PM on the due date) will result in a grade of zero (0) for the assignment.

### ***Department of Health Sciences Policies***

#### **Student Accountability**

It is the responsibility of the student to know and to adhere to the policies, procedures, and deadlines of the University and the Department of Health Sciences.

#### **Academic Accommodations**

Any student who feels s/he may need academic accommodations or access accommodations based on the impact of a documented disability should contact and register with Disability Services during the first week of class. Disability Services is the official office to assist students through the process of disability verification and coordination of appropriate and reasonable accommodations. Students currently registered

with Disability Services must obtain a new accommodation memo each semester. For information, contact:

Ernetta Fox, Director, Disability Services    605-677-6389  
Room 119, Service Center  
University of South Dakota campus, Vermillion, SD  
[www.usd.edu/ds](http://www.usd.edu/ds) or [dservices@usd.edu](mailto:dservices@usd.edu)

### **Professional Standards of Conduct**

Professional conduct is expected of every student enrolled in Health Sciences coursework, whether he/she is a declared major or not. Professional conduct is evidenced in behaviors which represent:

1. Ethical conduct
2. Integrity and honesty
3. Accountability
4. Respect for oneself, others and the rights of privacy and confidentiality
5. Appearance and communication consistent with a professional.
6. Respectful behavior in interpersonal relationships with peers, superiors, clients, and their families
7. Punctual attendance at all department scheduled activities and adherence to deadlines set by the faculty

### **Professional Behaviors Grade**

Students in the Department of Health Sciences are expected to exhibit professional behavior. Evaluation of professional behaviors is incorporated into final course grading. Professional behaviors include but are not limited to: honesty, integrity, accountability, attendance, participation, professionalism, communication, teamwork, leadership and completion of all course assignments.

- The final course grade may be reduced by up to 15% of the total points earned for behavior that is not consistent with that expected of a professional person.
- A student who fails to exhibit professional behaviors may be dropped from the course, based on the discretion of the instructor.
- A student may be dismissed from the department for unprofessional behavior at the recommendation of the Health Sciences faculty team.

### **Class Attendance Policy**

All students are expected to attend class in a timely manner having read and prepared assigned materials prior to class time. Attendance and active participation models that of the professional healthcare provider. It is important for you to take responsibility for participating online and in class discussions. Failure to show up and participate hurts your learning and the experience of other students. Therefore, your attendance and active participation in the course is required.

### **Cheating and Plagiarism Policy**

The School of Health Sciences considers plagiarism, cheating, and other forms of academic dishonesty contrary to the objectives of higher education. The School of Health Sciences supports the imposition of penalties on students who engage in academic dishonesty, as defined in the "Conduct" section of the University of South Dakota Student Handbook.

### **Cheating**

Cheating is defined as intentionally using or attempting to use unauthorized materials,

information, or study aids in any academic exercise (Student Conduct Code). At the discretion of the instructor, a student caught engaging in any form of academic dishonesty may be:

- a. Given a zero for that assignment.
- b. Allowed to rewrite and resubmit the assignment for credit.
- c. Assigned a reduced grade for the course.
- d. Dropped from the course.
- e. Failed in the course.

### **Electronic Communication**

1. Students are required to activate their USD email accounts. All formal email communication between university personnel, the Dean's Office, department Chair and staff will occur via the university email system. Students are responsible for checking for email messages on an ongoing basis.
2. All formal electronic communication between the department faculty and student will occur via the D2L communication system. You can forward D2L Email to your USD Email account by following these instructions:
  - i. From the My Home page in D2L click on Course Mail at the top – this will take you to your course mail.
  - ii. Click on Settings and scroll down to Forwarding Options.
  - iii. Select the box next to Forward Incoming Messages and type in the email address you want the messages forwarded to.
  - iv. You can then select how you want the message forwarded (ex: Forward and Mark Unread).
  - v. Click Save.
3. Understand that you cannot respond to an email sent from D2L in your USD email. You will still need to respond to the email through D2L.
4. For more information on using D2L please visit the portal: <http://link.usd.edu/1048>

### **Technology Requirements**

1. **Internet browser:** All students must use Firefox as their internet browser to use USD's student email system. To download please visit: <http://link.usd.edu/3749>
2. **Information Technology Services (ITS):** The ITS Help Desk provides prompt, knowledgeable, and courteous computing support services.
  - a. ITS Help Desk is located in the I.D. Weeks Library, room 104.

**The Help Desk hours are as follows:**

Walk-In Support Hours		Email/Phone Support Hours	
Monday – Thursday	8:00 AM - 7:00 PM	Monday - Thursday	8:00 AM - 9:00 PM
Friday	8:00 AM - 5:00 PM	Friday	8:00 AM - 5:00 PM
Summer/Holiday Hours			
Monday – Thursday		7:30 AM - 7:00 PM	

Friday	7:30 AM - 5:00 PM
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- b. The ITS Help Desk can be reached by phone at 605-677-2028, or toll-free @ 877-225-0027. Submit your request online to the following E-mail:

[helpdesk@usd.edu](mailto:helpdesk@usd.edu)

- c. ITS Technology Policies: ITS Technology Policies can be found on the University Portal:

[https://myu.usd.edu/uPortal/render.userLayoutRootNode.uP?uP\\_root=root&uP\\_sparam=activeTab&activeTab=8](https://myu.usd.edu/uPortal/render.userLayoutRootNode.uP?uP_root=root&uP_sparam=activeTab&activeTab=8)

3. **Desire2Learn - D2L:**

Desire2Learn (D2L) is a course management system that is used by all South Dakota Board of Regents Universities. The Department of Health Sciences faculty uses D2L for all coursework, whether it is delivered on or off-campus. All coursework materials are provided within the D2L course and are available electronically to students 24/7. All course communication is facilitated within D2L including lecture notes, slides, assignments, drop-box submissions, and grades. For more information on using D2L please visit the portal: <http://link.usd.edu/1048>

The following information about D2L is from the SD Board of Regents Welcome Page:

Welcome to the South Dakota Board of Regents (BOR) Desire2Learn (D2L) portal-the entryway to all of your online course materials. This portal offers you the opportunity to view course offerings from all six of the Regental universities in one session. Please log in to view your courses and take some time to familiarize yourself with the D2L Learning Management System.

Your D2L login is the same as your WebAdvisor login.

Contact your university Help Desk if:

1. Your D2L and WebAdvisor usernames are NOT the same, or
2. You have difficulty logging in

**Students:** Please be aware that due to BOR policy you will not have access to your courses until the first day of the semester. [Please conduct a System Check of your computer before you log in.](#)



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4. **Turnitin:** The Department of Health Sciences requires all writing assignments for the Health Sciences Major to be submitted to Turnitin to check for plagiarism. For your convenience, TurnItIn has been integrated directly into the D2L Dropbox tool.
5. **Collaborate:** Collaborate is the web-conferencing tool that is available for use by the campus community at The University of South Dakota. For an orientation guide
- HSC 275 - Comparative Cultures, Theory and Leadership in Healthcare-Walker

please visit:

<http://www.brainshark.com/blackboardinc/vu?pi=zGLzYw5XBz35Sgz0>.

### ***South Dakota Board of Regents and University of South Dakota Policies***

To view all student policies please view the student handbook on the portal at

<http://link.usd.edu/243>.

#### **Academic Appeals Policy**

Students have the right to initiate the Academic Appeals Policy of the University of South Dakota as a means to redress any form of unjust, oppressive, discriminatory, or fundamentally unfair practice affecting a student's academic performance and progress. This includes a decision to terminate a student from the Department of Health Sciences. Further instructions for filing an academic appeal can be located under the link in section titled University Wide Student Policies.

This policy governs academic disputes involving students. Such disputes most commonly arise as a result of student dissatisfaction with assigned grades, but students may also invoke the standards and procedures provided under this policy to challenge academic responses to instances involving alleged student academic misconduct or to challenge other decisions, justified on academic grounds, that affect their participation in or completion of university academic programs. Students who wish to challenge disciplinary actions taken after findings of academic misconduct must proceed under Board Policy No. 3:4. The South Dakota Board of Regents policies and procedures for Academic Appeals can be found online at <http://www.usd.edu/studentserv/policies/main.cfm>.

#### **Freedom in Learning**

Under Board of Regents and University policy student academic performance may be evaluated solely on an academic basis, not on opinions or conduct in matters unrelated to academic standards. Students should be free to take reasoned exception to the data or views offered in any course of study and to reserve judgment about matters of opinion, but they are responsible for learning the content of any course of study for which they are enrolled. Students who believe that an academic evaluation reflects prejudiced or capricious consideration of student opinions or conduct unrelated to academic standards should contact the dean to initiate a review of the evaluation.

#### **Disability Services**

To be eligible for accommodations, a student must contact and register with Disability Services (Service Center North 199B; 605-677-6389) as soon as possible after admittance to The U. Students with disabilities are expected to make requests for accommodations prior to or during their first semester at The U. Students have a responsibility to initiate discussions with faculty concerning accommodation requests. Additional information regarding Disability Services can be found at <http://www.usd.edu/ds/>.

#### **Notice of Nondiscrimination**

Federal law prohibits discrimination on the basis of disability (Section 504 of the Rehabilitation Act of 1973 and Title II of the Americans with Disabilities Act). The University has designated Ms. Roberta Ambur, Vice President of Administration & ITS, as the Coordinator to monitor compliance with these statutes. Section 504 obligates USD and Ms. Ambur to provide equal access for all persons with disabilities. Ms. Ambur can be reached at room 209, Slagle Hall, phone: 605-677-5661.

#### **Student Code of Conduct**



SD Board of Regents Policy 3:4, Student Conduct Code- <http://link.usd.edu/744>.

**Student Electronic Communication Policy (Student Handbook, page 41)**

Because of the ever-increasing reliance on electronic communications to more effectively and efficiently conduct official business with students of the University of South Dakota, certain electronic communication standards must be set by the University. As a result, email and announcements posted in the myU. Portals are considered official forms of communication at the University of South Dakota.

It is imperative that students understand that portal announcements and the University assigned email address associated with the USD account shall be the official means of communication while they are a student and that they are responsible for information conveyed via announcements and email. The University has the right to expect that those communications will be read in a timely fashion.

**ANY PART OF THIS SYLLABUS IS SUBJECT TO MODIFICATION BY THE  
COURSE INSTRUCTOR THROUGHOUT THE SEMESTER.**