Understanding Human Behavior 10th edition Honeycutt Solutions Manual

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Instructor Manual

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CHAPTER 1: CHALLENGES AND RESPONSIBILITIES OF HEALTH CARE PROFESSIONALS

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PURPOSE AND PERSPECTIVE OF THE CHAPTER

This chapter serves as an introduction to human behavior in relation to health care. Challenges and satisfactions related to working in health care are covered as well as the importance of client-centered care. The chapter also discusses strategies students can implement to be successful in the program. Finally, empowerment and how it can be applied to real-life situations is included.

CHAPTER OBJECTIVES

The following objectives are addressed in this chapter:

- Describe the challenges and satisfactions of working in health care.
- Explain the importance of client-centered care for health care professionals.
- Explain how your study habits as a student relate to your future work habits as a health care professional.
- Explain the meaning of empowerment and apply the concept of empowerment to real-life situations.

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Complete List of Chapter Activities and Assessments

Refer to the Learning Objectives Mapping document, posted on the online resources, for a comprehensive guide to how this chapter's learning activities and assessments support the learning objectives.

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Key Terms

Client-centered care: treating clients with respect while honoring their values and personal wishes

Empowerment: becoming stronger and more confident

Self-confidence: believing in oneself as a competent person

Self-reliant: able to depend upon oneself; confident in one's own judgment, decisions, abilities, and coping skills

Standard of Performance: a level of quality against which one's work can be measured

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What's New in This Chapter

The following elements are improvements in this chapter from the previous edition:

- In all chapters, content, features, and activities were reviewed to ensure the use of inclusive language throughout.
- The section on Satisfactions in Health Care was expanded to include a discussion on challenges such as long work hours, staff shortages, and potential job burnout.
- A new "For Discussion and Reflection" on multi-tasking was added.

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Chapter Outline

In the outline below, each element includes references (in parentheses) to related content. "CH.##" refers to the chapter objective; "PPT Slide #" refers to the slide number in the PowerPoint deck for this chapter (provided in the PowerPoints section of the Instructor Resource Center); and, as applicable for each discipline, accreditation or certification standards ("BL 1.3.3"). Introduce the chapter and use the Ice Breaker in

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the PPT if desired, and if one is provided for this chapter. Review learning objectives for Chapter 4. (PPT Slides 1-3).

I. Challenges and Satisfactions in Health Care (01.01, PPT 4-6)
   a. Challenges
      i. Health care providers have always faced challenges, such as long work hours, staff shortages, and job burnout.
      ii. COVID-19 has increased those challenges.
   b. Approval versus Inner Satisfaction
      i. As a health care professional, the greatest satisfaction comes from trying to give each patient appropriate care.
   c. Setting Goals for Inner Satisfaction
      i. Performing your work well can provide self-confidence and a deep sense of satisfaction that is not dependent on praise from others.
   d. Setting Standards of Performance
      i. Only you can set the standards that will guide your performance over the coming years.
      ii. Your standards of performance determine whether or not you experience the inner satisfaction that comes from knowing the job was well done.
   e. Excellence and Patient Safety
      i. In the health field, all professionals should strive for excellence.
         1. **Discussion Activity:** 10-15 minutes. (LO 01.01, PPT Slide 7)

II. Providing Client-Centered Care (01.02, PPT 8-10)
   a. As a Student
      i. The commitment to providing client-centered care begins as a student.
      ii. You have the responsibility to decide what standards will guide you as a student.
         1. **Knowledge Check:** 1-2 minutes. (LO 01.02, PPT 11-12)
         2. **Knowledge Check:** 1-2 minutes. (LO 01.02, PPT 13-14)

III. Practicing Habits That Lead to Success (01.03, PPT 15-16)
   a. In setting standards for achievement, plan to do your best, rather than trying to be the best student in the class.
      i. **Knowledge Check:** 1-2 minutes (LO 01.03, PPT 17-18)
      ii. **Discussion Activity**: 10-15 minutes. (LO 01.03, PPT 19-20)

IV. Practicing Empowerment (01.04, PPT 20-21)
   a. Responsible adults are self-reliant.
   b. When you take an active role in making decisions, you are taking responsibility for your life.
   c. As a health care professional, you should also recognize the importance of empowerment to patients' self-esteem and sense of well-being.
      i. **Knowledge Check:** 1-2 minutes. (LO 01.04, PPT 22-23)

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ii. **Self-Assessment:** 5 minutes (Los 01.01, 01.02, 01.03, 01.04, PPT Slide 24)

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ADDITIONAL DISCUSSION QUESTIONS

You can assign these topics several ways: in a discussion forum in your LMS, as whole-class discussions in person, or as a partner or group activity in class or on an online conferencing tool such as Zoom via breakout groups.

1. What do you think would happen if a health care professional performed their duties with only 70 percent accuracy?
2. What are your own attitudes toward written class assignments?
3. What is the difference between striving to be an "A" student and stiving to do one's best?
4. What is the relationship between one's attitude toward class assignments and one's responsibilities as a health care professional?

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ADDITIONAL ACTIVITIES AND ASSIGNMENTS

Review Questions and Sample Answers

Answers to the review questions will vary, however sample answers are provided for each question.

1. List several challenges for a health care professional.

Answer: Long work hours, staff shortages, job burnout.

2. Explain why it is important that a health care professional have high performance standards.

Answer: In the health field, that little bit of extra effort may make the difference between safe and unsafe practice.

3. Describe your responsibilities as a student.

Answer: Make a commitment to providing high-quality, client-centered care and achieving your best in each class.

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4. Explain why your performance standards as a student are relevant to your future performance standards as a health care professional.

Answer: Your standards for performance will set the stage for your standards for performance as a health care provider.

5. List several guidelines for improving the effectiveness of your study habits.

Answer: Develop a study routine and establish the habits that work best for you.

6. Write a statement about your personal standards for achievement as a student.

Answer: Answers will vary but standards of performance determine whether students experience the inner satisfaction that comes from knowing the job was well done.

7. Write a statement about your personal standards for performance as a health care professional.

Answer: Answers will vary, but standards of performance determine whether students experience the inner satisfaction that comes from knowing the job was well done.

8. Explain the meaning of empowerment.

Answer: Empowerment can help students take an active role in making decisions.

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