



## Teaching Guide

For

## Filling the Need

## Module

**Illinois Career & Technical Education  
Math and Science Curriculum Project  
2009**

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## Acknowledgements

### **Business/Industry/Government Partner(s)**

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## Scenario Focus

### Overview of Module

The focus should be on coming up with new inventive ideas to increase public awareness at all ages of the need for and opportunity in a healthcare career.

**Primary Career Cluster:** *Health Science Career Cluster*

**Primary Career Pathway:** Therapeutic Services, Diagnostic Services, Health Informatics, Support Services, Biotechnology Research and Development

**Related Occupations:** Registered Nurse, Medical Assistant, Certified Nursing Assistant, and other Allied Health Professions

**Recommended Subject Areas:** Medical Assisting, Certified Nursing Assisting, Health, Health Occupations, Biology, Anatomy & Physiology, Math, English

### Scenario Problem Statement

By the year 2025, there will be over 1,000,000 jobs needing to be filled by competent educated healthcare workers in our country due to current employees retiring/quitting or demise. During this same time frame, those very same nurses along with a large portion of the American population will be in need of healthcare. Your assignment is to come up with a proposal to increase public awareness of the healthcare deficit and to increase interest in careers in healthcare.

### Cluster Knowledge and Skills and Performance Elements

- Formulate solutions to problems using critical thinking skills (analyze, synthesize, evaluate) independently and in teams.
- Communicate in a straightforward, understandable, accurate and timely manner.
- Provide written communication that is accurate and grammatically correct, using nomenclature appropriate to the environment.
- Manage time, prioritize responsibilities, and meet completion dates as specific by employer and client.
- Explore a potential health science career path in at least one of the following health care services: diagnostic, therapeutic, information or environmental.

- Consider levels of education, credentialing requirements, employment opportunities, workplace environments and career growth potential for a service area.

## **Illinois Learning Standards**

### Math

**6D:** Students who meet the standard can solve problems using comparison of quantities, ratios, proportions and percents.

**7A:** Students who meet the standard can measure and compare quantities using appropriate units, instruments and methods. (Performance and conversion of measurements).

**7C:** Students who meet the standard can select and use appropriate technology, instruments, and formulas to solve problems, interpret results, and communicate findings. (Progression from selection of appropriate tools and methods to application of measurements to solve problems).

**8A:** Students who meet the standard can describe numerical relationships using variables and patterns. (Representations and Algebraic manipulations).

**10A:** Students who meet the standard can organize, describe and make predictions from existing data. (Data analysis).

### Language Arts

**4B:** Students who meet the standard can speak effectively using language appropriate to the situation and audience.

### Science:

**11A:** Students who meet the standard know and apply the concepts, principles and processes of scientific inquiry by interpreting graphs and charts.

**11B:** Students who meet the standard know and apply the concepts, principles and processes of technological design by analyzing data and interpreting trends.

What I Want Students to Know	What I Want Students to be Able to Do
<ul style="list-style-type: none"> <li>• An in-depth knowledge of various healthcare careers including RN, MA, CNA and one other of their choosing. They need to know about the duties of the career, the education required, the future job outlook of those careers, and the expected salaries.</li> <li>• How to perform various basic mathematical functions including ratio's, percentages, converting different units of measurement, how to interpret different chart and graphical information and how to determine gross and net pay.</li> <li>• The importance of professionalism, good customer service skills and interpersonal communication skills in the healthcare setting.</li> <li>• Recognize the importance of promotion and recruitment of future healthcare workers.</li> </ul>	<ul style="list-style-type: none"> <li>• Research an Allied Health Career of their choosing.</li> <li>• Create a healthcare career promotion poster.</li> <li>• Be able to perform various basic mathematical functions including ratios, percentages, converting different units of measurement, how to interpret different chart and graphical information and how to determine gross and net pay.</li> <li>• Be able to discuss what they feel would be productive towards becoming a "professional" as well as what would be counter productive towards the same.</li> <li>• Be able to role play good and bad customer service skills</li> <li>• Demonstrate proper phone etiquette and message taking skills.</li> <li>• Demonstrate the composition of a properly written business e-mail.</li> <li>• Write a business report.</li> <li>• Develop and deliver a presentation with visual aids (Power Point or Poster) in a professional manner.</li> </ul>

### Objectives

1. Student will be able to define what the positions of Registered Nurse, Medical Assistant, and Certified Nursing Assistant entails and what their future employment projections are.
2. Student will understand that Math is very much a part of any healthcare career.
3. Student will understand what it takes to be considered a "Professional" in
4. the healthcare environment.
5. Student will understand the importance of proper and effective verbal and non-verbal and written communication skills with patients and co-workers.

6. Student will understand the importance of good customer service skills and its relationship to professionalism.
7. Student will research the pending healthcare crisis.
8. Student will develop ideas for promoting healthcare careers to assigned focus groups.
9. Student will write a proper business report on their proposal of ideas for healthcare career promotion.
10. Student will develop a business presentation complete with visual aids (Power Point or poster).
11. Student will have an active role in the oral presentation of their ideas.

### **Measurement Criteria**

1. Complete a Business Proposal Report that includes:
  - a. **Cover page:** The cover page should contain the title of the report underlined and centered. It should also contain the names (first and last) of all the members of the group.
  - b. **The introduction:** Is there a clear and concise statement of the purpose of the report? Is the problem of the pending healthcare crisis introduced and explained (including the issue of more sick patients - less staff, and the reasons for an increase in patients and decrease in staff).
  - c. **The body of the report:** This should contain all the major issues including any graphs, charts, tables and statistics.
  - d. **Summary of the report:** This should recap and summarize the body of the report, and then any major conclusions and recommendations.
  - e. **Works cited page:** The Appendix of your report (where you got your information or any people you have quoted).
  - f. Paper should be **double spaced, size 12 Arial font** with 1 inch borders.
  - g. The entire report should be **no shorter than 4 complete pages long** (including cover page and works cited page).
2. Present a Business Presentation that meets the following criteria:
  - a. Is the pending healthcare crisis explained (including an increase in sick patients - decrease in staff, and the reasons for the increase in patients and decrease in staff? Including statistics.)
  - b. Is the targeted audience addressed appropriately and was the presentation/message appropriate for the targeted audience? (Elementary School/Middle School/High School/College-Uncolleged Major/Returning to the Workforce/Job Change/Unemployed).

- c. Are the ideas doable - do they make sense?
- d. Are the ideas fresh and new and original or have they been copied, mentioned or done before?
- e. Were the ideas clearly communicated and well presented?
- f. Did the presenters provide supporting visual aides and did they look professional and relevant?
- g. Did the presenters capture the audience interest?
- h. Did the presenters dress appropriately for a business presentation? (No jeans/T-shirts/sweatshirts/athletic shoes/flip-flops)
- i. Overall speaking - Did the presenters speak clearly, speak loud enough, and use silent pauses or did the speaker use pause fillers (um's or ah's)?
- j. Presentation should last between 5 - 10 minutes in length.

### Teacher Notes

You may want to consider the following point when doing this module:

- Make sure that Math lessons are included throughout the Semester..
- Take the students on a field trip of the hospital and perhaps even scheduled various job shadows along with it.
- Have the business partners give oral feed back on presentations as well as written.

**Time required to complete Module:** 15 hours class time and 3-4 hours of homework.

### Module Support Materials Summary

1. Health Occupations Basic Career Math Video Series - Math Exercise 1 - 4 Worksheets (Worksheets #2A)
2. Skills USA Medical Math Competition Math Practice Test (Test #2E)
3. Chapters 1 - 2 - 3 of Medical Assisting Made Incredibly Easy - Professionalism Book Quiz (Quiz #3-4-5A)
4. Computer access to internet, word processing and power point programs, and a printer.
5. The following websites:  
[www.aacn.nche.edu/Media/FactSheets/NursingShortage.htm](http://www.aacn.nche.edu/Media/FactSheets/NursingShortage.htm)  
[www.discovernursing.com/job-opportunities](http://www.discovernursing.com/job-opportunities)  
[www.AAMA-NTL.ORG](http://www.AAMA-NTL.ORG)  
[www.healthcare-trainingcenter.com/jobs-cna.asp](http://www.healthcare-trainingcenter.com/jobs-cna.asp)



[www.illinoishealthcareers.org](http://www.illinoishealthcareers.org)

[www.online.onetcenter.org](http://www.online.onetcenter.org)

6. Video: Basic Career Math Skills: Health Occupations  
DPC159-©1992,2005 - 24 minutes  
©Career Development Software, Inc. Vancouver, WA (800)543-0998  
[www.schoolco.com](http://www.schoolco.com)
7. Medical Assisting Made Incredibly Easy - Professionalism Book  
By Jackie Marshall, Med ©2009 Lippincott Williams & Wilkins  
[www.lww.com](http://www.lww.com)  
Chapter 1: The Road to Professionalism (pg. 1-36)  
Map your Progress questions (pg. 37-38)  
Chapter 2: Taking Flight with Communication Skills (pg. 39-74)  
Map your Progress questions (pg. 74-75)  
Chapter 3: Service With a Smile (pg. 76-98)  
Map your Progress questions (pg. 99-100)
8. Calculators
9. Poster board
10. Markers
11. Glue Sticks
12. Filling The Need Math PowerPoint as separate file

<b>Lesson 1</b>		<b>Introduction to Healthcare Careers and Employment Projections</b>
<b>Time Estimate:</b> 2 hours 45 minutes		
<b>Objectives</b>		
<ol style="list-style-type: none"> <li>1. Student will be able to define what the positions of RN, MA and CNA entails.</li> <li>2. Students will be able to determine the future employment projections of are for RN, MA and CNA.</li> </ol>		
<b>Materials &amp; Resources</b>		
<ul style="list-style-type: none"> <li>• Handout 1, Memo of Problem</li> <li>• Handout 2, Career Facts Quiz</li> <li>• Websites: <ul style="list-style-type: none"> <li><a href="http://www.aacn.nche.edu/Media/FactSheets/NursingShortage.htm">www.aacn.nche.edu/Media/FactSheets/NursingShortage.htm</a> (Nursing Shortage Article)</li> <li><a href="http://www.discovernursing.com/job-opportunities">www.discovernursing.com/job-opportunities</a></li> <li><a href="http://www.AAMA-NTL.ORG">www.AAMA-NTL.ORG</a> )</li> <li><a href="http://www.healthcare-trainingcenter.com/jobs-cna.asp">www.healthcare-trainingcenter.com/jobs-cna.asp</a></li> <li><a href="http://www.illinoishealthcareers.org">www.illinoishealthcareers.org</a></li> <li><a href="http://www.online.onetcenter.org">www.online.onetcenter.org</a></li> </ul> </li> <li>• Posterboard/Glue Sticks/Construction Paper</li> </ul>		
<b>Agenda</b>		
<b>Step</b>	<b>Minutes</b>	<b>Activity</b>
1	5	<ul style="list-style-type: none"> <li>-Distribute Handout 1, Memo of Problem and have students read problem to be solved.</li> <li>-Answer any questions they have at this time.</li> </ul>
2	15	<ul style="list-style-type: none"> <li>-Have students read Nursing Shortage article found at <a href="http://www.aacn.nche.edu/Media/FactSheets/NursingShortage.htm">www.aacn.nche.edu/Media/FactSheets/NursingShortage.htm</a> (You may want to download and make copies for students.)</li> <li>-Discuss major points in open classroom discussion lead by teacher.</li> </ul>
3	40	<ul style="list-style-type: none"> <li>-Have students read articles about various careers associated with nurses at <a href="http://www.discovernursing.com/job-opportunities">www.discovernursing.com/job-opportunities</a>; <a href="http://www.AAMA-NTL.ORG">www.AAMA-NTL.ORG</a> ; and <a href="http://www.healthcare-trainingcenter.com/jobs-cna.asp">www.healthcare-trainingcenter.com/jobs-cna.asp</a></li> <li>-Discuss major points about each career and contrast and compare in class discussion.</li> </ul>

4	30	-As students to go to <a href="http://www.illinoishealthcareers.org">www.illinoishealthcareers.org</a> or <a href="http://www.online.onetcenter.org">www.online.onetcenter.org</a> websites and research another needed Allied Health Career of their choice.
5	60	-Using the information they have the website articles, have the students create a poster they would post to promote that healthcare career. <i>(May want to assign as homework)</i> -Have students present their informative promotional poster to the rest of the class.
6	10	-Distribute Handout 2, Career Facts Quiz and allow time for students to complete.

## Lake Forest Hospital

### MEMO

FROM: Cindy Kirk-Carpenter, RN - Nurse Recruiter  
Lake Forest Hospital  
TO: Future Healthcare Workers  
C/O Lisa Molidor, RN - Medical Assisting Instructor  
Lake County High Schools Technology Campus  
RE: *Filling the Need*

*As you may have heard, we are headed into a healthcare crisis. By the year 2025, there will be over 1,000,000 jobs needing to be filled by competent educated healthcare workers in our country due to current employees retiring/quitting or demise. During this same time frame, those very same nurses along with a large portion of the American population will be in need of healthcare. We are very concerned that even here in Lake County, IL, we are going to be so understaffed that we will not be able to handle the quantity of patients in need of medical care. This is not safe and their health may suffer or even worse.*

Here at our facility we are proud to practice a relationship-based care model that has resulted in exceptional patient care, clinical excellence and the creation of an open, honest, consistent and fair workplace. Our supportive work environment is rooted in a strong foundation of mutual respect for one another's work.

We staff positions at our 215 bed hospital, clinics, skilled nursing facility as well as our childcare and learning center and health and fitness centers. And our positions range from nursing to allied health professionals—in both outpatient and inpatient locations—to other support staff and administration.

Lake Forest Hospital is the leading provider of healthcare in Lake County. We are committed to providing the highest quality healthcare and we try to offer convenient access to services by having multiple facilities for the patients' convenience. We are dedicated to delivering personalized service and state-of-the-art clinical services so that our patients' health and wellness are our top priority - but with this looming crisis, this won't someday soon be the case.

This is where you come in. WE NEED YOUR HELP!! Your assignment is to come up with a proposal to increase public awareness of the healthcare deficit and to increase interest in careers in healthcare at the lower grade, the middle grade, the high school and the college level. Be creative and be unique. You will be presenting to me when your task is completed.

## Career Fact Quiz

True/False:

Indicate whether the sentence or statement is true or false by marking it T or F.

- \_\_\_ 1. A career as a *CAN* will set you on the fast track to a quality career in the medical field.
- \_\_\_ 2. Every hospital in the U>S>A> offers its own Nursing School.
- \_\_\_ 3. The RN is the lowest paid of the medial profession.
- \_\_\_ 4. To become a *CMA* I have to go to college.
- \_\_\_ 5. *CMA*'s only perform administrative duties.
- \_\_\_ 6. *CMA*'s earn the most amount of money of any Allied Health profession.
- \_\_\_ 7. A 2004 Fallup Poll announced that the public voted the *CAN* profession as #1 for honesty and ethical standards - above any other of the Medical professions.
- \_\_\_ 8. To be a Registered Nurse, all I have to do is graduate from an accredited nursing school.

### Multiple Choice

Identify the letter of the choice that best completes the statement or answers the question.

- \_\_\_ 9. What type of facility do the majority of RN's work at?
  - a. outpatient clinic
  - b. Dr.'s office
  - c. Hospital
  - d. Home health care
  - e. None of the above
  
- \_\_\_ 10. Registered Nurses choose their specialty based on:
  - a. a particular type of treatment
  - b. a type of health condition
  - c. a specific body system
  - d. all of the above
  - e. none of the above

- \_\_\_ 11. The salary for the CNA depends upon:
- shift worked
  - location
  - private contract
  - all of the above
  - none of the above
- \_\_\_ 12. In order to become a CAN, I need to have this much education:
- an Associates degree
  - a Bachelors degree
  - pass a class and a certification test
  - all of the above
  - none of the above
- \_\_\_ 13. Where are the majority of Medical Assistants employed?
- hospitals
  - Dr.'s offices
  - Out patient care centers
  - Nursing homes
  - None of the above
- \_\_\_ 14. By the year 2020, what will the projected shortage of RN's be?
- 2,500,000
  - 800,000
  - 381,250
  - none of the above
- \_\_\_ 15. Nurses should possess these qualities:
- able to direct and supervise others
  - be caring, sympathetic, responsible and detailed oriented
  - have emotional stability to cope with human suffering, emergencies and other stresses
  - able to correctly assess patients' conditions and determine when consultation is required
  - all of the above

<b>Lesson 2</b>		<b>But I'm Studying Medical Stuff - Not Math !!</b>
<b>Time Estimate:</b> 2 hours		
<b>Objectives</b>		
<ol style="list-style-type: none"> <li>1. Student will understand the differences between standard units of measurement and metric units of measurements.</li> <li>2. Student will be able to convert between different units of measurement.</li> <li>3. Student will understand comparing with Ratio's.</li> <li>4. Student will understand how to work with percentages.</li> <li>5. Student will understand how to chart information in graph and chart form and interpret data.</li> <li>6. Student will understand how to look for information in graphs and spreadsheets.</li> <li>7. Student will understand paycheck deductions and how to determine gross and net pay.</li> </ol>		
<b>Materials &amp; Resources</b>		
<ul style="list-style-type: none"> <li>• Filling the Need Math PowerPoint (separate file)</li> <li>• Video: Basic Career Math Skills: Health Occupations DPC159-©1992, 2005 - 24 minutes; ©Career Development Software, Inc. Vancouver, WA (800)543-0998; <a href="http://www.schoolco.com">www.schoolco.com</a></li> <li>• Basic Career Math Skills: Health Occupations Worksheets &amp; Math Problem (with answer key ©1992, 2005 The Princess Company, LTD. The Applied Vocational Math Video Series</li> <li>• Handout 3, Illinois Population Projections Spreadsheet</li> <li>• Handout 4, Lake County Illinois Population Projections Spreadsheet</li> <li>• Handout 5, Population Spreadsheet Worksheet</li> <li>• The most current population data can be downloaded from <a href="http://www.census.gov">www.census.gov</a></li> <li>• <a href="http://www.skillsusa.org">www.skillsusa.org</a></li> </ul>		
<b>Agenda</b>		
<b>Step</b>	<b>Minutes</b>	<b>Activity</b>
1	20	-Go through Slides 1-15 of Filling the Need Math PowerPoint. -Conduct class discussion as you go through this and relate math to health careers.
2	30	-Show video, Basic Career Math Skills: Health Occupations

		-Ask students What did you learn from this video?
3	60	-Distribute copies of the workbook that accompanies the Basic Career Math Video Series. -Have students complete the following exercises: Exercise One, Converting cups, ounces, pints, quarts Exercise Two, Converting Fahrenheit and Celsius Exercise Three, Puzzle Exercise Four, Overall Puzzle -Go over answers with students and answer any questions or address any concerns. <i>(You can do this after each exercise or wait until the end)</i>
4	35	-Distribute Handouts 3, 4, and 5. -Using the data on Handouts 3 and 4, ask students to complete Handout 5, the Population Spreadsheet Worksheet. -Check student responses.
5	45	-If you want to give students a math test that relates to medical careers, you can download questions from <a href="http://www.skillsusa.org">www.skillsusa.org</a> (Skills USA Medical Math Competition)



### Illinois Populations Projections Spreadsheet

Region	Race	Age Group	Gender	2000	2005	2010	2015	2020	2025
			Both						
Illinois	All	All	Sexes	#####	#####	#####	#####	#####	#####
Illinois	All	All	F	#####	#####	#####	#####	#####	#####
Illinois	All	All	M	#####	#####	#####	#####	#####	#####
			Both						
Illinois	All	0-4	Sexes	878,370	895,172	901,561	938,500	982,388	990,626
Illinois	All	0-4	F	429,322	437,955	441,472	459,847	481,603	485,975
Illinois	All	0-4	M	449,048	457,217	460,089	478,653	500,785	504,651
			Both						
Illinois	All	5-9	Sexes	931,392	876,171	892,052	900,728	941,367	981,418
Illinois	All	5-9	F	454,423	427,394	435,667	440,208	460,350	480,197
Illinois	All	5-9	M	476,969	448,777	456,385	460,520	481,017	501,221
			Both						
Illinois	All	10-14	Sexes	906,606	929,728	873,339	890,967	903,105	940,037
Illinois	All	10-14	F	442,915	454,222	426,563	435,732	441,960	460,185
Illinois	All	10-14	M	463,691	475,506	446,776	455,235	461,145	479,852
			Both						
Illinois	All	15-19	Sexes	895,527	914,638	935,783	882,797	905,894	912,257
Illinois	All	15-19	F	432,197	441,610	451,876	425,869	437,185	440,384
Illinois	All	15-19	M	463,330	473,028	483,907	456,928	468,709	471,873
			Both						
Illinois	All	20-24	Sexes	852,322	919,076	935,870	962,151	917,582	931,646
Illinois	All	20-24	F	416,580	449,142	457,290	469,531	446,246	454,173
Illinois	All	20-24	M	435,742	469,934	478,580	492,620	471,336	477,473
			Both						
Illinois	All	25-29	Sexes	893,308	909,001	971,564	996,854	#####	977,400
Illinois	All	25-29	F	441,351	448,339	479,253	491,675	510,788	479,591
Illinois	All	25-29	M	451,957	460,662	492,311	505,179	526,102	497,809
			Both						
Illinois	All	30-34	Sexes	921,511	902,328	916,777	981,838	#####	#####
Illinois	All	30-34	F	457,457	446,974	453,413	485,633	500,253	517,091
Illinois	All	30-34	M	464,054	455,354	463,364	496,205	511,334	529,801
			Both						
Illinois	All	35-39	Sexes	998,606	916,612	896,496	913,795	983,226	#####
Illinois	All	35-39	F	501,313	459,220	448,326	456,223	490,861	503,199
Illinois	All	35-39	M	497,293	457,392	448,170	457,572	492,365	504,980
			Both						
Illinois	All	40-44	Sexes	988,686	985,437	903,521	886,195	907,527	972,689
Illinois	All	40-44	F	499,218	497,054	455,068	445,850	455,954	488,681
Illinois	All	40-44	M	489,468	488,383	448,453	440,345	451,573	484,008
			Both						
Illinois	All	45-49	Sexes	875,299	972,715	969,342	891,047	877,826	895,801
Illinois	All	45-49	F	444,429	493,741	491,695	451,679	444,884	453,495
Illinois	All	45-49	M	430,870	478,974	477,647	439,368	432,942	442,306
			Both						
Illinois	All	50-54	Sexes	754,231	848,305	943,854	943,967	871,819	855,339
Illinois	All	50-54	F	386,166	434,260	483,015	482,702	445,373	436,731
Illinois	All	50-54	M	368,065	414,045	460,839	461,265	426,446	418,608
			Both						
Illinois	All	55-59	Sexes	578,752	718,043	809,601	906,658	912,642	838,803
Illinois	All	55-59	F	300,044	372,060	419,497	469,516	472,215	433,487
Illinois	All	55-59	M	278,708	345,983	390,104	437,142	440,427	405,316

			Both						
Illinois	All	60-64	Sexes	463,686	537,528	671,302	763,509	863,173	866,384
Illinois	All	60-64	F	244,427	282,983	353,202	401,705	453,860	455,060
Illinois	All	60-64	M	219,259	254,545	318,100	361,804	409,313	411,324
			Both						
Illinois	All	65-69	Sexes	398,111	416,208	485,988	615,644	708,480	800,667
Illinois	All	65-69	F	216,877	226,720	264,522	334,991	385,452	435,470
Illinois	All	65-69	M	181,234	189,488	221,466	280,653	323,028	365,197
			Both						
Illinois	All	70-74	Sexes	375,451	349,546	367,492	434,042	556,236	641,708
Illinois	All	70-74	F	212,374	197,796	207,949	245,400	314,350	362,612
Illinois	All	70-74	M	163,077	151,750	159,543	188,642	241,886	279,096
			Both						
Illinois	All	75-79	Sexes	317,487	312,631	293,230	312,061	373,707	481,852
Illinois	All	75-79	F	190,108	187,152	175,456	186,530	223,149	287,472
Illinois	All	75-79	M	127,379	125,479	117,774	125,531	150,558	194,380
			Both						
Illinois	All	80-84	Sexes	219,155	241,894	241,369	229,888	248,702	300,745
Illinois	All	80-84	F	141,299	155,881	155,480	147,973	159,888	193,134
Illinois	All	80-84	M	77,856	86,013	85,889	81,915	88,814	107,611
			Both						
Illinois	All	85+	Sexes	192,346	230,002	269,950	298,054	314,336	342,525
Illinois	All	85+	F	139,284	166,371	195,007	214,986	226,302	246,031
Illinois	All	85+	M	53,062	63,631	74,943	83,068	88,034	96,494

## Lake County Illinois Population Projections Spreadsheets

State/County	Race	Age Group	Sex Both Sexes	2000	2005	2010	2015	2020	2025	2030
Lake	All	All	Sex Both Sexes	645,503	703,760	762,918	794,851	820,250	863,245	873,024
Lake	All	Total Male	M	324,610	353,870	383,296	398,296	409,574	429,449	432,014
Lake	All	Total Female	F	320,893	349,890	379,622	396,555	410,676	433,796	441,010
Lake	All	0-4	M	27,204	26,181	26,361	26,855	27,838	29,022	27,490
Lake	All	0-4	F	25,870	24,961	25,187	25,700	26,668	27,851	26,454
Lake	All	5-9	M	28,758	29,133	28,164	27,603	27,909	29,430	29,749
Lake	All	5-9	F	27,126	27,549	26,709	26,237	26,606	28,102	28,460
Lake	All	10-14	M	26,610	29,964	30,417	28,921	28,293	28,977	29,867
Lake	All	10-14	F	25,344	28,518	28,968	27,609	27,015	27,674	28,584
Lake	All	15-19	M	26,800	30,214	33,860	33,072	31,252	31,435	30,984
Lake	All	15-19	F	21,787	24,634	27,662	27,076	25,521	25,655	25,316
Lake	All	20-24	M	20,940	25,988	29,629	30,201	28,508	28,907	26,573
Lake	All	20-24	F	16,858	20,963	23,931	24,381	23,033	23,398	21,469
Lake	All	25-29	M	20,039	22,123	27,139	29,520	29,857	28,500	27,169
Lake	All	25-29	F	19,450	21,418	26,296	28,554	28,829	27,454	26,284
Lake	All	30-34	M	24,224	23,014	25,231	28,918	30,943	32,176	29,644
Lake	All	30-34	F	24,427	22,900	24,959	28,602	30,615	31,715	29,027
Lake	All	35-39	M	28,700	26,488	25,317	26,520	29,931	32,591	32,668
Lake	All	35-39	F	29,697	27,308	25,923	27,059	30,509	33,179	33,197
Lake	All	40-44	M	28,495	30,330	28,170	26,459	27,580	31,373	33,283
Lake	All	40-44	F	28,842	30,680	28,469	26,495	27,494	31,285	33,156
Lake	All	45-49	M	24,578	29,017	30,923	28,464	26,728	27,989	31,230
Lake	All	45-49	F	24,850	29,334	31,260	28,744	26,715	27,912	31,168
Lake	All	50-54	M	20,311	23,993	28,480	29,719	27,128	25,845	26,395
Lake	All	50-54	F	20,063	23,747	28,219	29,508	26,881	25,449	25,979
Lake	All	55-59	M	14,576	18,957	22,630	26,253	27,262	25,340	23,389
Lake	All	55-59	F							

				14,440	18,818	22,507	26,154	27,221	25,300	23,229
Lake	All	60-64	M	10,099	12,846	17,074	19,621	22,798	24,598	22,020
Lake	All	60-64	F	10,330	13,185	17,539	20,206	23,495	25,399	22,697
Lake	All	65-69	M	7,508	8,330	10,826	13,969	16,069	19,420	20,446
Lake	All	65-69	F	8,505	9,496	12,394	16,046	18,561	22,498	23,833
Lake	All	70-74	M	6,685	6,452	7,239	9,311	12,134	14,217	17,110
Lake	All	70-74	F	7,981	7,729	8,699	11,215	14,617	17,154	20,622
Lake	All	75-79	M	4,661	5,230	5,112	5,745	7,436	9,767	11,433
Lake	All	75-79	F	6,433	7,236	7,089	7,987	10,406	13,664	16,030
Lake	All	80-84	M	2,692	3,238	3,678	3,534	3,981	5,346	6,958
Lake	All	80-84	F	4,569	5,522	6,293	6,116	6,933	9,219	12,094
Lake	All	85+	M	1,730	2,372	3,046	3,611	3,927	4,516	5,606
Lake	All	85+	F	4,321	5,892	7,518	8,866	9,557	10,888	13,411

### **POPULATION SPREADSHEET WORKSHEET**

1. How many 25-29 year olds will there be in Illinois in the year 2010? \_\_\_\_\_
2. How many 25-29 year olds will there be in Lake County Illinois in the year 2010? \_\_\_\_\_
3. How many infants and toddlers will there be in Lake County Illinois in the year 2020? \_\_\_\_\_
4. How many more female 50-54 year olds will there be than males in Illinois in the year 2025? \_\_\_\_\_
5. How many males will there be in Lake County between the ages of 10 and 19 in the year of 2015? \_\_\_\_\_
6. How many men and women will there be between the ages of 50 and 85 in the year 2020 in Illinois? \_\_\_\_\_
7. How many men and women will there be between the ages of 50 and 85 in the year 2020 in Lake County IL? \_\_\_\_\_
8. How many more 50-85+ year old's will there be in 2025 than in 2010 in Lake County Illinois? \_\_\_\_\_
9. During which 5 year period does Lake County Illinois experience the most projected births? \_\_\_\_\_
10. Which sex has the longest life expectancy in Illinois in 2025? \_\_\_\_\_

<b>Lesson 3</b>		<b>Personal &amp; Professional Characteristics for Success</b>
<b>Time Estimate:</b> 90 minutes		
<b>Objectives</b>		
<ol style="list-style-type: none"> <li>1. Student will be able to define "Professionalism".</li> <li>2. Student will identify character traits that are important to develop as a successful healthcare worker.</li> <li>3. Student will understand why personal responsibility is important in healthcare.</li> <li>4. Student will be able to describe ways of showing initiative in the workplace.</li> <li>5. Student will be able to describe the critical thinking process and the importance of critical thinking in healthcare.</li> </ol>		
<b>Materials &amp; Resources</b>		
<ul style="list-style-type: none"> <li>• <i>Medical Assisting Made Incredibly Easy</i>- Professionalism Book By Jackie Marshall, MEd ©2009 Lippincott Williams &amp; Wilkins <a href="http://www.lww.com">www.lww.com</a></li> </ul>		
<b>Agenda</b>		
<b>Step</b>	<b>Minutes</b>	<b>Activity</b>
1	60	-Have students read Chapter 1: The Road to Professionalism, pages 1-36 of text. -Discuss and have students take notes.
2	15	-Have students answer the "Map Your Progress" questions at end of Chapter 1 on pages 37 & 38.
3	15	-Conduct a class discussion on what the student feels would be productive towards becoming more "professional" and what they could do that might be considered "counter-productive" to their growth as a young professional.

Lesson 4		Communication Skills
Time Estimate: 155 minutes		
Objectives		
<ol style="list-style-type: none"> <li>1. Student will understand the importance of proper and effective verbal communication skills with patients and coworkers.</li> <li>2. Student will be able to describe effective active listening skills.</li> <li>3. Student will be able to list the topics covered in new patient interviews.</li> <li>4. Student will be able to define therapeutic communication and the importance of it in the healthcare setting.</li> <li>5. Student will be able to demonstrate how to send a business e-mail, and take a proper phone message.</li> </ol>		
Materials & Resources		
<ul style="list-style-type: none"> <li>• <i>Medical Assisting Made Incredibly Easy</i> - Professionalism Book By Jackie Marshall, MEd ©2009 Lippincott Williams &amp; Wilkins <a href="http://www.lww.com">www.lww.com</a></li> <li>• Telephone and message pad.</li> <li>• Computer with ability to e-mail.</li> </ul>		
Agenda		
Step	Minutes	Activity
1	60	-Have students read Chapter 2: Taking Flight with Communication Skills, page 39-74 of text. -Discuss and have students take notes.
2	15	-Assign students to groups of 3-5 and have the students role play poor communication skills and then correct communication skills for the class.
3	25	-Demonstrate proper phone etiquette and taking messages. -Have students work in pairs to practice proper phone etiquette and take messages with each other.
4	40	-Demonstrate and lecture on writing a proper business e-mail. -Have students go to computer lab and practice composing a business email. -Ask students to send you, the instructor a properly written

		business email.
5	15	-Have students complete the "Map Your Progress" questions at the end of Chapter 2 on pages 74-75.



<b>Lesson 5</b>		<b>The Art of Customer Service</b>
<b>Time Estimate:</b> 150 minutes		
<b>Objectives</b>		
<ol style="list-style-type: none"> <li>1. Student will be able to define customer service, including its relationship to professionalism.</li> <li>2. Student will be able to identify the customer in a health care setting, and explain how to determine their needs.</li> <li>3. Student will understand the importance of good customer service.</li> <li>4. Student will understand how to make a good first impression.</li> <li>5. Student will understand how a positive attitude can lead to patient trust and prevent conflict.</li> <li>6. Student will understand proper waiting room management techniques.</li> <li>7. Student will understand how to effectively manage challenging patients.</li> <li>8. Student will understand how their customer service skills can affect the entire healthcare facility.</li> </ol>		
<b>Materials &amp; Resources</b>		
<ul style="list-style-type: none"> <li>• <i>Medical Assisting Made Incredibly Easy - Professionalism Book</i> By Jackie Marshall, MEd ©2009 Lippincott Williams &amp; Wilkins <a href="http://www.lww.com">www.lww.com</a></li> <li>• Quiz (questions taken from those at the end of each chapter-- 1, 2, and 3-- of the above text.</li> </ul>		
<b>Agenda</b>		
<b>Step</b>	<b>Minutes</b>	<b>Activity</b>
1	60	-Have students read Chapter 3: <i>Service With a Smile</i> pages 76-98 of text. -Discuss as a class and have students take notes.
2	45	-Assign students to groups of 3-5 and role play poor customer service scenarios and then have class decide what they could have done differently to turn the situation around and make it better.
3	15	-Have students answer the "Map Your Progress" questions at the end of Chapter 3 on pages 99-100. -Discuss their responses and any questions they have.
4	30	-Administer quiz of questions taken from Chapters 1-2-3.

<b>Lesson 6</b>		<b>Preparing and Delivering a Business Report &amp; Presentation</b>
<b>Time Estimate:</b> 240 minutes		
<b>Objectives</b>		
<ol style="list-style-type: none"> <li>1. Students will be able to write a business report.</li> <li>2. Students will be able to prepare a visual aide of choice (either Power Point or Poster) based upon business report.</li> <li>3. Students will prepare and present an oral report with a visual aid based upon business report.</li> </ol>		
<b>Materials &amp; Resources</b>		
<ul style="list-style-type: none"> <li>• Handout 1, Memo Stating Problem from Lesson 1</li> <li>• Handout 6, Business Report and Presentation Evaluation</li> <li>• Handout 7, Writing Business Reports</li> <li>• Handout 8, Making Business Presentations</li> <li>• Computer with access to internet and software.</li> <li>• Poster board, glue sticks, markers</li> </ul>		
<b>Agenda</b>		
<b>Step</b>	<b>Minutes</b>	<b>Activities</b>
1	10	<ul style="list-style-type: none"> <li>-Review Handout 1, Memo Stating Problem from Lesson 1.</li> <li>-Answer any questions students may have.</li> <li>-Distribute Handout 6, Business Report and Presentation Evaluation.</li> <li>-Discuss what is expected in the business report and oral presentation.</li> </ul>
2	30	<ul style="list-style-type: none"> <li>-Assign teacher chosen groups of 3-5 students and allow time for brainstorming.</li> <li>-Distribute Handout 7, Writing Business Reports and Handout 8, Making Business Presentations.</li> <li>-Read and discuss how to prepare the business report.</li> <li>-Assign Handout 8 as reading assignment for homework.</li> </ul>
3	160	<ul style="list-style-type: none"> <li>-Allow students time to work on their reports and presentations.</li> </ul>
4	40	<ul style="list-style-type: none"> <li>-Have students deliver their business presentations/oral reports and turn in their business report and visuals.</li> </ul>

## Business Report and Presentation Evaluation

### The Business Proposal Report is worth 50 points. It must include:

1. **Cover page:** The cover page should contain the title of the report underlined and centered. It should also contain the names (first and last) of all the members of the group. (5 points)
2. **The introduction:** Is there a clear and concise statement of the purpose of the report? Is the problem of the pending healthcare crisis introduced and explained (including the issue of more sick patients - less staff, and the reasons for an increase in patients and decrease in staff). (5 points)
3. **The body of the report:** This should contain all the major issues including any graphs, charts, tables and statistics. (20 points)
4. **Summary of the report:** This should recap and summarize the body of the report, and then any major conclusions and recommendations. (5 points)
5. **Works cited page:** The Appendix of your report (where you got your information or any people you have quoted). (5 points)
6. Paper should be **double spaced, size 12 Arial font** with 1 inch borders. (5 points)
7. The entire report should be **no shorter than 4 complete pages long** (including cover page and works cited page). (5 points)

### The Business Presentation is worth 100 points. It must include:

1. Is the pending healthcare crisis explained (including an increase in sick patients - decrease in staff, and the reasons for the increase in patients and decrease in staff? Including statistics.) (10 points)
2. Is the targeted audience addressed appropriately and was the presentation/message appropriate for the targeted audience? (Elementary School/Middle School/High School/College-Uncolleged Major/Returning to the Workforce/Job Change/Unemployed). (10 points)
3. Are the ideas doable - do they make sense? (10 points)
4. Are the ideas fresh and new and original or have they been copied, mentioned or done before? (10 points)
5. Were the ideas clearly communicated and well presented? (10 points)
6. Did the presenters provide supporting visual aides and did they look professional and relevant? (10 points)
7. Did the presenters capture the audience interest? (10 points)

8. Did the presenters dress appropriately for a business presentation? (No jeans/T-shirts/sweatshirts/athletic shoes/flip-flops) (10 points)
9. Overall speaking - Did the presenters speak clearly, speak loud enough, and use silent pauses or did the speaker use pause fillers (um's or ah's)? (10 points)
10. Presentation should last between 5 - 10 minutes in length. (10 points)

## Writing Business Reports

Your business report should clearly and effectively communicate to your audience the purpose, methods and results of your project.

In developing and evaluating your business report, you should focus on 3 issues:

- purpose and content
- organization and structure
- communication clarity and accuracy

### **Purpose and content:**

The first step in developing or evaluating your business report is to make sure that you have clearly defined the purpose of the report and have addressed the needs and requirements of your audience. You should start by developing a clear statement of the purpose of the report and a listing of the major topics and types of information that must be included.

### **Activity:**

#### **With your group:**

- Develop a clear and concise statement of the purpose of the report.
- Develop a list of the major topics and types of information that must be included to meet the requirements of the customer.

The second step is to make sure that you have organized your report in the most effective way. In general, reports should have 4 major parts:

- Introduction to the report - The introduction should state the purpose of the report and should summarize what is described in the report.
- Body of the report - The body of the report should contain the major sections that address all major issues and summarize all required information which may include graphs, charts, tables and figures.
- Summary of the report - The summary of the report should summarize the body of the report and major conclusions and recommendations.
- Appendix Materials - The report may contain appendix materials that support or provide background information for major selections in the body of the report.

You should start by developing an outline of your report that shows the content and sequencing of each major section of your report. This outline should contain

titles for each section and a list of bulleted statements that summarize the purpose and content. It should also list any graphs, charts, tables and figures.

As you are developing your outline, you should ask:

- Do the report sections organize information logically? Does the information under each section belong there?
- Do the report sections contain all of the necessary information? Do the sections contain information that is not necessary?
- Are the report sections sequenced in the most effective order?
- Do the section titles clearly communicate the purpose and content of the sections?

**With your group:**

- Develop a draft outline of your report.
- Critique and revise your outline.

The next step is to write and edit your report. In writing and editing your report, you should make sure that you are communicating clearly and are presenting accurate information.

Remember, business reports should be short and to the point. They should communicate information effectively and efficiently. Here are some tips:

- Write your report using short sentences and paragraphs.
- Use supporting charts, graphs, tables and figures to better convey your information whenever possible.
- Use consistent report formats for easy reading.
- Make sure your report does not contain spelling or grammatical errors.
- Make sure your report does not contain inaccurate information or math errors.

**With your group, do the following:**

- Write your first draft of each section including any graphs, tables and figures.
- Evaluate the clarity and accuracy of your first draft using the 5 tips and develop a second draft.

**Evaluating Your Draft Report:**

The final step in developing your business report is to conduct a final review and editing of your report before submitting it to your customer. This review should make sure that you have addressed the following criteria:

### Purpose and Content

- Do you clearly communicate the purpose of the report?
- Does the report contain all of the information needed to meet the requirements of the customer?

### Organization and Structure

- Does the report contain an introduction that summarizes the purpose and contents of the report?
- Is the body of the report divided into sections that logically group related information?
- Does each section contain all of the necessary information?
- Does any section contain information that is not necessary?
- Are the sections properly sequenced?
- Do the section titles clearly communicate the purpose and content of each section?
- Does the report have a final section that summarizes the conclusions and recommendations of the project?

### Communication Clarity and Accuracy

- Does the report contain long sentences and paragraphs?
- Does the report effectively use supporting charts, graphs, tables and figures to better convey your information?
- Does the report use consistent report formats for easy reading?
- Does the report contain spelling or grammatical errors?
- Does the report contain inaccurate information or math errors?

### **With your team:**

- Review and evaluate the final draft of your report or another groups report.
- Develop the final draft of your report based on the evaluation.

# Making Business Presentations

Business presentations usually have 3 major components:

**Introduction:** In the introduction, you tell the audience:

- your name and the name of your group or organization.
- The purpose of your presentation.
- The major topics or sections of your presentation and the order in which you will present each section.

**Body of presentation:** In the body of the presentation, you:

- present the most critical information for the purpose of your presentation.
- Explain the importance of the information for the purpose of the presentation.

**Conclusion:** In the conclusion, you:

- summarize the most critical information in the presentation
- summarize your conclusions and recommendations.
- Ask for questions, reactions, and comments

Keep your presentation short and to the point. Your presentation should be completed within the planned time.

Visual support materials should support your presentation. These visual support material should include:

- Presentation outline that clearly communicates the organization of your presentation and the major points.
- Supporting graphs, charts, figures and tables.

Your supporting materials should minimally be printed and distributed as handouts to your audience.

You also should prepare talking points and notes for your team to follow so that you make sure that everyone is making the essential points and following the plan. These talking points and notes can be written on note cards.

Developing effective business presentations is only half the job. You also must deliver an effective presentation.



Here are some tips for making effective business presentations:

- **Start on time:** Make sure that you are prompt and ready to begin your presentation when it is scheduled.
- **Project a professional image:** Make sure that you are dressed appropriately for a business presentation. Show good posture and stand up straight when you speak.
- **Show enthusiasm and confidence:** Show you are very excited about your presentation. Show respect for your audience and do not use negative body language.
- **Maintain eye contact and show friendliness and respect:** Show interest in your audience by maintaining eye contact during your presentation. Show respect for your audience and do not use negative body language.
- **Use effective speaking techniques:** Speak slowly and distinctly. Use standard grammar. Avoid meaningless words like "y'know".
- **Use visual aids:** Use visual aids effectively to communicate information and maintain the interest and engagement of the audience.
- **Answer questions completely:** Welcome questions and reactions. Make sure you understand the question. Answer the question completely. Don't be defensive if you don't know the answer. Show interest in finding the answer.
- **End on time:** Complete your presentation within the planned time.

Most people cannot deliver effective presentations without practice and feedback. It is critical that you practice your presentation out loud with your teacher and students using your visual aids and notes.

**Ask for feedback on the following:**

Introduction:

- Did we present our name and the name of our group or organization?
- Did we present the purpose of our presentation?
- Did we present the major topics or sections of our presentation and the order in which we will present each section?
- Did we effectively gain the interest and attention of the audience for our presentation?

Presentation content and visual aids:

- Did we present the most critical information for the purpose of your presentation?
- Did we organize this information in a logical way and in the most appropriate sequence?

- Did we prepare neat and clear visual aids and handout materials without errors?
- Did we present a summary of the major conclusions and recommendations?
- Did we ask for questions, comments, and reactions?

**Presentation delivery:**

- Did we dress appropriately to project a professional image?
- Did we stand straight and maintain eye contact with the audience at all times?
- Did we demonstrate confidence in presenting the information?
- Did we speak clearly at the appropriate rate?
- Did we speak in complete sentences with correct use and pronunciation of words including professional terminology?
- Did we speak with intonation and volume that engaged the audience?
- Did we effectively use our visual aids?
- Did we present and explain the information effectively?
- Did we show respect for the audience in presenting and responding to questions, comments and reactions?
- Did we effectively seek a full understanding of questions, comments and reactions?
- Did we completely answer questions or respond to comments and reactions?

**Activity with your Group:**

- Prepare your presentation and develop your notes cards and visual aids.
- Practice your presentation with your teacher and students and make improvement based on their evaluations.

*Teacher*

# **Assessment Materials**

# FINAL EVALUATION

## Problem Statement to be Solved

By the year 2025, there will be over 1,000,000 jobs needing to be filled by competent educated healthcare workers in our country due to current employees retiring/quitting or demise. During this same time frame, those very same nurses along with a large portion of the American population will be in need of healthcare. Your assignment is to come up with a proposal to increase public awareness of the healthcare deficit and to increase interest in careers in healthcare

## Final Evaluation Criteria:

### The Business Proposal Report is worth 50 points. It must include:

1. **Cover page:** The cover page should contain the title of the report underlined and centered. It should also contain the names (first and last) of all the members of the group. (5 points)
2. **The introduction:** Is there a clear and concise statement of the purpose of the report? Is the problem of the pending healthcare crisis introduced and explained (including the issue of more sick patients - less staff, and the reasons for an increase in patients and decrease in staff). (5 points)
3. **The body of the report:** This should contain all the major issues including any graphs, charts, tables and statistics. (20 points)
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5. **Works cited page:** The Appendix of your report (where you got your information or any people you have quoted). (5 points)
6. Paper should be **double spaced, size 12 Arial font** with 1 inch borders. (5 points)
7. The entire report should be **no shorter than 4 complete pages long** (including cover page and works cited page). (5 points)

### The Business Presentation is worth 100 points. It must include:

1. Is the pending healthcare crisis explained (including an increase in sick patients - decrease in staff, and the reasons for the increase in patients and decrease in staff? Including statistics.) (10 points)

2. Is the targeted audience addressed appropriately and was the presentation/message appropriate for the targeted audience? (Elementary School/Middle School/High School/College-Uncolleged Major/Returning to the Workforce/Job Change/Unemployed). (10 points)
3. Are the ideas doable - do they make sense? (10 points)
4. Are the ideas fresh and new and original or have they been copied, mentioned or done before? (10 points)
5. Were the ideas clearly communicated and well presented? (10 points)
6. Did the presenters provide supporting visual aides and did they look professional and relevant? (10 points)
7. Did the presenters capture the audience interest? (10 points)
8. Did the presenters dress appropriately for a business presentation? (No jeans/T-shirts/sweatshirts/athletic shoes/flip-flops) (10 points)
9. Overall speaking - Did the presenters speak clearly, speak loud enough, and use silent pauses or did the speaker use pause fillers (um's or ah's)? (10 points)
10. Presentation should last between 5 - 10 minutes in length. (10 points)

# Appendix

## Glossary of Terms

**Accreditation** - a process that evaluates educational programs for quality based on academic and administrative standards.

**Active Listening** - means you are mentally and physically engaged with what the other person is communicating.

**Certification** - proves that you've completed an approved program and mastered the skills you'll be expected to perform in the workplace.

**CNA** - Certified Nursing Assistant

**CMA** - Certified Medical Assistant

**Critical Thinking** - the ability to analyze problems and find reasonable solutions.

**Customer Service** - the quality of care you provide as a professional.

**Empathy** - concern for and understanding of a patient's feeling and sense of well-being.

**Nonverbal Communication** - the use of facial expressions, gestures, and body language to convey messages.

**Professionalism** - the attitude of being a professional (having a positive outlook and commitment to doing your best at all times - in healthcare, it is the ability to use your knowledge and skills to secure the interests and welfare of the patients you care for).

**RN** - Registered Nurse

## Toolbox Bibliography

1. Computer access to internet, word processing and power point programs, and a printer.
2. The following websites:
  - i. [www.aacn.nche.edu/Media/FactSheets/NursingShortage.htm](http://www.aacn.nche.edu/Media/FactSheets/NursingShortage.htm)
  - ii. [www.discovernursing.com/job-opportunities](http://www.discovernursing.com/job-opportunities)
  - iii. [www.AAMA-NTL.ORG](http://www.AAMA-NTL.ORG)
  - iv. [www.healthcare-trainingcenter.com/jobs-cna.asp](http://www.healthcare-trainingcenter.com/jobs-cna.asp)
  - v. [www.illinoishealthcareers.org](http://www.illinoishealthcareers.org)
  - vi. [www.online.onetcenter.org](http://www.online.onetcenter.org)
3. Basic Career Math Skills: Health Occupations Worksheets & Math Problem (with answer key) The Applied Vocational Math Video Series, ©1992, 2005 The Princess Company, LTD.
4. Lake County Illinois and the State of Illinois Population Projections Spreadsheets [www.census.gov](http://www.census.gov)
5. Test questions taken from Skills USA National Medical Math Competition question bank [www.skillsusa.org](http://www.skillsusa.org)
6. Video: Basic Career Math Skills: Health Occupations  
DPC159-©1992,2005 - 24 minutes  
©Career Development Software, Inc. Vancouver, WA (800)543-0998  
[www.schoolco.com](http://www.schoolco.com)
7. Medical Assisting Made Incredibly Easy - Professionalism Book  
By Jackie Marshall, Med ©2009 Lippincott Williams & Wilkins  
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Chapter 1: The Road to Professionalism (pg. 1-36)  
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Chapter 2: Taking Flight with Communication Skills (pg. 39-74)  
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