

Glendale College Course Outline of Record Report

Course ID 010782
Created - May 2025

ESL71 : ESL for Healthcare Workers

General Information

| | |
|--|---|
| Author: | <ul style="list-style-type: none"> • Paul Mayer • Sato, Naomi • Brazeau, Paul |
| Course Code (CB01) : | ESL71 |
| Course Title (CB02) : | ESL for Healthcare Workers |
| Department: | NESLD |
| Proposal Start: | Winter 2026 |
| TOP Code (CB03) : | (4930.87) English as a Second Language–Integrated |
| CIP Code: | (32.0108) Developmental/Remedial English. |
| SAM Code (CB09) : | E - Non-Occupational |
| Distance Education Approved: | No |
| Will this course be taught asynchronously?: | Yes |
| Course Control Number (CB00) : | CCC000654184 |
| Curriculum Committee Approval Date: | 05/28/2025 |
| Board of Trustees Approval Date: | 07/08/2025 |
| Last Cyclical Review Date: | 05/28/2025 |
| Course Description and Course Note: | ESL 71 is for students interested in working in healthcare settings. Students learn healthcare vocabulary and basic medical terminology, practice interpersonal communication and role plays, and develop confidence in using English in healthcare settings. This course prepares ESL students at intermediate Level 3 and above as a pre-course or for co-enrollment in other healthcare courses. Lecture 45-112 hours. Note: This course is Pass/No Pass only. |
| Justification: | New Course |
| Academic Career: | <ul style="list-style-type: none"> • Noncredit |
| Mode of Delivery: | <ul style="list-style-type: none"> • In-Person • Remote • Hybrid • Online |
| Author: | No value |
| Course Family: | No value |

Academic Senate Discipline

| | |
|------------------------------|---|
| Primary Discipline: | <ul style="list-style-type: none"> • ESL: Non-Credit Instruction |
| Alternate Discipline: | No value |
| Alternate Discipline: | No value |

Course Development

Basic Skill Status (CB08)

Course is not a basic skills course.

Allow Students to Gain Credit by Exam/Challenge

Course Special Class Status (CB13)

Course is not a special class.

Pre-Collegiate Level (CB21)

No value

Grading Basis

- Pass / No-Pass Only

Course Support Course Status (CB26)

Course is not a support course

General Education and C-ID

General Education Status (CB25)

Not Applicable

Transferability

Not transferable

Transferability Status

Not transferable

Units and Hours

Summary

| | |
|--|----------|
| Minimum Credit Units (CB07) | 0 |
| Maximum Credit Units (CB06) | 0 |
| Total Course In-Class (Contact) Hours | 45 - 112 |
| Total Course Out-of-Class Hours | 0 - 0 |
| Total Student Learning Hours | 45 - 112 |

Credit / Non-Credit Options

Course Type (CB04)

Non-Credit

Noncredit Course Category (CB22)

English as a Second Language (ESL).

Noncredit Special Characteristics

No Value

Course Classification Code (CB11)

Other Non-Credit Enhanced Funding.

Variable Credit Course

Funding Agency Category (CB23)

Not Applicable.

Cooperative Work Experience Education

Status (CB10)

Weekly Student Hours

| | In Class | Out of Class |
|------------------|-----------------|---------------------|
| Lecture Hours | 45 - 112 | 0 |
| Laboratory Hours | 0 | 0 |

Course Student Hours

| | |
|--|----|
| Course Duration (Weeks) | 18 |
| Hours per unit divisor | 54 |
| Course In-Class (Contact) Hours | |

| | | | | |
|----------------------------------|---|---|--------------|----------|
| Studio Hours | 0 | 0 | Lecture | 45 - 112 |
| | | | Laboratory | 0 |
| | | | Studio | 0 |
| | | | Total | 45 - 112 |
| Course Out-of-Class Hours | | | | |
| | | | Lecture | 0 |
| | | | Laboratory | 0 |
| | | | Studio | 0 |
| | | | Total | 0 |

Time Commitment Notes for Students

No value

Units and Hours - Weekly Specialty Hours

| Activity Name | Type | In Class | Out of Class |
|---------------|----------|----------|--------------|
| No Value | No Value | No Value | No Value |

Units and Hours: Profile Name

Summary

| | |
|--|---|
| Minimum Credit Units (CB07) | 0 |
| Maximum Credit Units (CB06) | 0 |
| Total Course In-Class (Contact) Hours | 0 |
| Total Course Out-of-Class Hours | 0 |
| Total Student Learning Hours | 0 |
| Faculty Load | 0 |

Detail

Weekly Student Hours

| | In Class | Out of Class |
|------------------|----------|--------------|
| Lecture Hours | 0 | 0 |
| Laboratory Hours | 0 | 0 |

Course Student Hours

| | |
|--|----|
| Course Duration (Weeks) | 18 |
| Hours per unit divisor | 54 |
| Course In-Class (Contact) Hours | |

| | | | | |
|---|---|------------------------|--------------|---|
| Studio Hours | 0 | 0 | Lecture | 0 |
| | | | Laboratory | 0 |
| | | | Studio | 0 |
| | | | Total | 0 |
| Course Out-of-Class Hours | | | | |
| | | | Lecture | 0 |
| | | | Laboratory | 0 |
| | | | Studio | 0 |
| | | | Total | 0 |
| Time Commitment Notes for Students | | | | |
| No Value | | | | |
| Faculty Load | | | | |
| Extra Duties: 0 | | Faculty Load: 0 | | |

| Units and Hours: Profile Name - Weekly Specialty Hours | | | |
|--|----------|----------|--------------|
| Activity Name | Type | In Class | Out of Class |
| No Value | No Value | No Value | No Value |

| Prerequisites, Corequisites, Recommended Corequisites, and Recommended Preparation |
|--|
| <p>Prerequisite</p> <p>ESL20 - ENGLISH AS A SECOND LANGUAGE LEVEL 2</p> <p>Objectives</p> <ul style="list-style-type: none"> • Approximate standard American pronunciation to be understood by typical fluent speakers of English. • Create verbal and written statements in the present, past, or future tenses related to basic needs and common activities. • Respond to questions about short dialogues, monologues, and reading passages such as those presented in digital recordings or in textbooks. • Compose sentences and simple paragraphs using appropriate subject-verb agreement, tense, aspect (e.g. simple versus progressive), and other standard writing conventions. • Listen to and converse in spoken English about familiar everyday contexts within limited semantic and discourse realms. <p>Outcomes</p> <ul style="list-style-type: none"> • Use Level 2 grammar structures to respond to questions in spoken English • Use Level 2 grammar structures to write simple and complex sentences • Use Level 2 grammar structures to write guided paragraphs • Compose a paragraph with support using level 0-2 grammar structures, vocabulary, and conventions. • Respond with appropriate vocabulary to oral questions using Level 2 knowledge. • Apply Level 2 knowledge to select appropriate responses in a grammar and reading comprehension exam. <p>OR</p> |

Prerequisite

ESL25 - English as a Second Language Level 2 for Work

Objectives

- Converse at a high-beginning level adequate for everyday use in a work-related setting.
- Create verbal and written statements in the present, past, or future tenses related to basic needs and common workplace activities.
- Read and respond to questions about short dialogues, monologues, and reading passages such as those presented in digital format or text.
- Write simple sentences and simple paragraphs using appropriate subject-verb agreement, tense, and other standard writing conventions.
- Listen to and converse in high-beginning level spoken English about familiar everyday and workplace contexts.

Outcomes

- Respond with appropriate vocabulary to oral questions using Level 2 knowledge.
- Compose a paragraph or work-related text using Level 0-2 appropriate grammar structures, vocabulary, and conventions.
- Apply Level 2 knowledge, vocabulary, and grammar structures to a workplace situation(s) or exam in a workplace context.

OR

Prerequisite

Placement is based upon performance on a division placement assessment

Entry Standards

| Entry Standards | Description |
|-----------------|-------------|
| No value | No value |

Course Limitations

| Cross Listed or Equivalent Course | Description |
|-----------------------------------|-------------|
| No value | No value |

Specifications

Methods of Instruction

| | |
|------------------------|------------------------|
| Methods of Instruction | Lecture |
| Methods of Instruction | Collaborative Learning |
| Methods of Instruction | Discussion |

| | | | | |
|--|---|------------------|-------------|-------------------|
| Methods of Instruction | Presentations | | | |
| Methods of Instruction | Guest Speakers | | | |
| Methods of Instruction | Field Activities (Trips) | | | |
| Methods of Instruction | Multimedia | | | |
| Out of Class Assignments | | | | |
| <ul style="list-style-type: none"> • Read textbook • Class handouts • Online exercises and materials • Review and study medical terminology • Prepare, practice and/or record roleplays in healthcare scenarios • Complete tasks and assignments to submit in-person or through the learning management system | | | | |
| Methods of Evaluation | Rationale | | | |
| Exam/Quiz/Test | Summative assessments | | | |
| Activity (answering journal prompt, group activity) | Formative assessment, developing language skills. | | | |
| Writing Assignment | Developing language skills. | | | |
| Presentation (group or individual) | Developing discussion and speaking skills. | | | |
| Other | Role plays - Develop speaking skills | | | |
| Project/Portfolio | Develop skills | | | |
| Textbook Rationale | | | | |
| No Value | | | | |
| Textbooks | | | | |
| Author | Title | Publisher | Date | ISBN |
| Chabner, Davi-Ellen | Medical Terminology: A Short Course | Elsevier | 2023 | 978-0-323-47991-2 |
| Niedzwiecki, Brigitte, Julie Pepper | Kinn's The Administrative Medical Assistant | Elsevier | 2022 | 9780323874236 |

Other Instructional Materials (i.e. OER, handouts)

| | |
|---------------------------|------------------------------|
| Description | LinguaHouse: Medical English |
| Author | LinguaHouse |
| Citation | No value |
| Online Resource(s) | www.linguaHouse.com |

| | |
|---------------------------|----------|
| Description | OER |
| Author | No value |
| Citation | No value |
| Online Resource(s) | No value |

| | |
|---------------------------|-----------------------------|
| Description | Instructor Created Handouts |
| Author | Instructor |
| Citation | No value |
| Online Resource(s) | No value |

Learning Outcomes**Course Objectives**

Demonstrate a basic understanding of common medical terminology related to the body, illnesses, diagnoses, procedures, and services.

Communicate in basic English in healthcare and medical office situations.

Utilize basic medical vocabulary related to healthcare, insurance, and government healthcare programs.

Document basic patient information.

Discuss common and current healthcare-related issues.

SLOs

Identify and define common medical terms related to the body, body systems, illnesses, diagnoses, procedures, and/or services.
Expected Outcome Performance: 0.0

Demonstrate effective communication in a healthcare situation(s).
Expected Outcome Performance: 0.0

Course Content

Lecture Content

Health Vocabulary (4-9 hours)

- Body parts
- Ailments, symptoms, injuries
- Illnesses, conditions

Medical Terminology (9-20 hours)

- Basic word structure
- Organization of the body
- Suffixes and prefixes
- Medical specialists
- Diagnoses and physician services
- Diagnosis and procedural terminology
- Pronunciation

Overview of US Healthcare System (2-6 hours)

- History of healthcare in the US
- Healthcare systems
- Public vs private healthcare
- Insurance basics

Types of Health Careers/Professions (1-2 hours)

- Healthcare pathways
- Clinical, allied health, and non-clinical healthcare professions

Privacy And Security Of Healthcare Records, i.e. HIPAA (1-3 hours)

- Basics of HIPAA
- Maintaining confidentiality
- Consent and disclosure of private health information

Communicating With Patients, Colleagues, And Supervisors (12-30 hours)

- Therapeutic communication
- Telephone techniques
- Scheduling appointments and patient services
- Patient coaching
- Diverse populations
- Difficult patients i.e. angry patients
- Healthcare communication frameworks - e.g. AIDET (Acknowledge, Introduce, Duration, Explanation, Thanks), SBAR (Situation, Background, Assessment, Recommendation)

Health Insurance Basics (3-8 hours)

- Private health insurance plans (MCO, HMO, PPO, EPO)
- Premium, deductible, copay, coinsurance
- Government health insurance plan
- Medicare, Medicaid, Medi-Cal, CHIP, TRICARE, CHAMPVA, Worker's Compensation

Medical Documents And Written Communication (3-6 hours)

- Medical forms e.g. intake forms, patient records
- Written communication e.g. emails, patient notes

Common Medical Abbreviations And Acronyms (1-3 hours)

- Everyday terms used in healthcare settings e.g. DOB, ID, ED, CBC, MRI, ICU

Current And/Or Common Healthcare-related Topics (8-22 hours)

- Current topics in healthcare
- Trends in healthcare
- Safety in healthcare
- Legal terms in healthcare
- Interviewing for healthcare positions e.g. common interview questions, soft skills, professional expectations

Common Grammar Issues (1-3 hours)

- Verb tenses commonly used in healthcare communication
- Commonly confused vocabulary

Total Hours: 45-112

Additional Information

Repeatability

Repeatable

Justification (if repeatable was chosen above)

Non-credit courses

Is it possible this course will have a material fee?

No

I have contacted my library liaison (<https://campusguides.glendale.edu/faculty/liasons>):

Yes

What term(s) will this course be offered?

Fall/Winter/Spring/Summer

Will any additional resources be needed for this course? (Click all that apply)

- No

If additional resources are needed, add a brief description and cost in the box provided.

No Value