

# CES Health Beat

A health career bulletin from the SDSU College of Extended Studies

## Going Nuts!

**Nuts are making the transition from snack food to a healthy dietary staple.**

*By Leonard J. Ram, MD, a reprint from Advance Health Aging Newsmagazine.*

When you think of nuts, you *may* think healthy. But concerns persist about nuts because of their high energy density and fat content. Most physicians think patients will gain weight if they eat too many nuts. However, studies show that nuts can be a powerful health food – and help patients *lose* weight.

Studies have already established the cardio-protective benefits of nuts. Walnuts, in particular, have the highest concentration of omega three polyunsaturated acids. In fact, the American Heart Association recommends nuts as part of a heart-healthy diet. The association notes that nuts – the most studied of which are walnuts and almonds – also can improve blood lipid profiles.

Four large epidemiological studies have shown that frequent nut consumption lowers the risk of fatal and nonfatal coronary heart disease.

The Nurses Health Study also has demonstrated that frequent consumption of nuts is inversely related to the risk of type two diabetes, with up to a 30 percent reduction in risk for those consuming nuts more than five times a week. Several prospective studies have shown that nuts improve blood lipid parameters in men and

women with normal and abnormal lipid profiles. Therefore, it seems common sense to recommend a variety of nuts to achieve maximum health benefits.

Despite this strong beneficial evidence, physicians (and the general public) have been reluctant to endorse adding nuts to an otherwise heart-healthy diet, primarily out of concern for weight gain. However, no evidence seems to indicate that weight gain occurs from eating more nuts. In fact, data seem to indicate the opposite. For example, in Mediterranean countries, where the



per capita consumption of nuts is almost double that of the United States, the rate of obesity is significantly lower. In fact, an inverse relationship exists between Mediterranean dietary patterns and BMI/obesity, even when controlling for other potentially confounding factors, such as lifestyle.

Published studies seem to indicate nuts can and should be more than a party food. They're actually one of nature's gifts to us, a nearly perfect food. They improve our hearts and blood vessels. They also make us look and feel younger and healthier.

Despite popular opinion, we don't get fat when we eat nuts. In fact, we may even become slimmer. So encourage your patients to dig in. These tiny seeds can be the start of a well balanced approach to diet and health. ■

## Hiring and Retaining Health Care Professionals

What are optimal ways to hire and retain the 3.5 million health care workers predicted to come into the workforce by 2012? (U.S. Bureau of Labor Statistics)

**Use a proven interviewing technique and an effective mentor program!**

For many years, health care workers were hired for what they knew, but not how they did their job. Interviewers should ask questions that highlight a person's skills such as dependability, sensitivity, and problem solving. Ask specific questions that will allow a candidate to explain how they have used these skills on the job. For example:

- Tell about a time you had to deal with an upset person. What did you do?
- Explain a day you went above what was asked for on the job.

As you listen to a candidate's examples, you will gain a better understanding of not only what they did, but also how they did it. This is the true test for hiring your next health care professional.

Using a model from Tri-City Medical Center in Oceanside, let's see how a mentor program can help retain workers. You can provide a rich on-boarding experience during the first year by pairing the new hire with a mentor. Mentors utilize their knowledge and experience to serve as an educator, counselor, and guide.

A mentor provides one-to-one training during the initial orientation phase and continues as an expert resource during the first year.

Implement a formal application, selection, and training process for mentors.

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# Health Care Pros

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Training workshops should include:

- Coaching principles
- Adult learning concepts
- Effective communication
- Conflict management skills

New health care employees report that mentors help them improve their confidence, learn critical thinking skills, and give them much needed encouragement during their first year.

At Tri-City Medical Center, instituting a mentor program improved retention by 10% for new health care professionals, resulting in savings in recruitment and training costs. It also created a supportive learning environment that improved worker's first year satisfaction.

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## Classroom Certification

**Location:** SDSU Extended Studies/Gateway Centers, corner of Campanile Drive and Hardy Avenue.

### EKG Technician Certification

This comprehensive 50-hour EKG Technician Certification Program prepares students to function as EKG technicians and to take the American Society of Phlebotomy Technician (ASPT) Electrocardiograph (EKG) Technician exam and other national certification exams. This course will include important practice and background information on anatomy of the heart, physiology, medical disease processes, medical terminology, medical ethics, legal aspects of patient contact, laboratory assisting, electrocardiography, and echocardiography.

**Noncredit Schedule No.** 08SPHC 99752 DF

**Dates:** Tuesdays and Thursdays, March 11-April 29, 6-9:30 pm

**Fee:** \$1,199 (Materials are included.)

### Medical Billing and Coding

This 70-hour billing and coding course offers the skills needed to solve insurance billing problems. Learn how to manually file claims using the CPT and ICD-9 manual, complete common insurance forms, trace delinquent claims, appeal denied claims, and use generic forms to streamline billing procedures. The course covers CPT (introduction, guidelines, evaluation and management), specialty fields such as surgery, radiology and laboratory; and ICD-9 introduction and guidelines.

**Noncredit Schedule No.** 08SPHC 99751 DF

**Dates:** Tuesdays and Thursdays, March 11-May 20, 6-9:30 pm

**Fee:** \$1,699 (Materials are included.)

### Pharmacy Technician

This comprehensive 50-hour course will prepare students to enter the pharmacy field and to take the Pharmacy Technician Certification Boards PTCB exam. Technicians work in hospitals, home infusion pharmacies, and community pharmacies, working under the supervision of a registered pharmacist. Content includes medical terminology specific to the pharmacy, interpreting prescriptions and defining drugs by generic and brand names, dosage calculations, I.V. flow rates, drug compounding, dose conversions, dispensing of prescriptions, and inventory control.

**Noncredit Schedule No.** 08SPHC 99750 DF

**Dates:** Tuesdays and Thursdays, March 11-April 29, 6-9:30 pm

**Fee:** \$1,199 (Materials are included.)

## Home Health Care Aide

This program consists of 80 hours of instruction. Emphasis is on giving personal care in a client's home, communications, working with ill persons, basic human needs, eldercare, nutrition, special diets, medical terminology, dressing and personal grooming, foot care, nutrition, and home management. Home health care aides also work in hospitals, and assisted-living facilities. This program meets the necessary requirements of a leading national certification examination.

**Noncredit Schedule No.** 08SPHC 99755 DF

**Dates:** Mondays and Wednesdays, April 21-July 14, 6-9:30 pm

**Fee:** \$1,599 (Materials are included.)

### Medical Assistant Administration Program\*

This 50-hour course prepares students to function effectively in many of the administrative and clerical positions in the health care industry. Administrative medical assistant, medical secretary, medical records clerk, and health unit coordinator are all positions in great demand. This program covers important background information on anatomy and physiology, medical terminology, insurance billing and coding, medical ethics, customer service and legal aspects.

**Noncredit Schedule No.** 08SPHC 99754 DF

**Dates:** Mondays and Wednesdays, April 21-June 11, 6-9:30 pm

**Fee:** \$1,199 (Materials are included.)

### Physical Therapy Aide Program\*

This comprehensive 50-hour program prepares students for the growing field of physical therapy. The physical therapy aide is generally responsible for carrying out the non-technical duties of physical therapy, such as preparing treatment areas, ordering devices and supplies, and transporting patients working under the direction of the physical therapist. Furthermore, these workers assist physical therapists in providing services that help improve mobility, relieve pain, and prevent or limit permanent physical disabilities. Physical therapy aides may be employed in nursing homes, hospitals, sports rehabilitation centers, and some orthopedic clinics.

**Noncredit Schedule No.** 08SPHC 99753 DF

**Dates:** Mondays and Wednesdays, April 21-June 11, 6-9:30 pm

**Fee:** \$1,199 (Materials are included.)

**\*Please note:** This program does not include a national or state certification as part of its overall objectives.

## New Online Health Care Programs

### Administrative Dental Assistant

This 240-hour nationally recognized online certificate program teaches the essential administrative tasks for managing the business aspects of a dental practice and becoming an administrative dental assistant. This program includes instruction in dental terminology, anatomy, medical records management, accounts receivable and reimbursement management, insurance and patient billing, patient scheduling, and procedural and diagnostic coding.

**Noncredit Schedule No.** 08SPHO 99761 DF  
**Registration Open:** Jan. 2-May 28  
**Fee:** \$1,699 (Materials are included.)

### Administrative Medical Specialist with Medical Billing and Coding

This 300-hour online program teaches students medical office operations, with an emphasis on billing and coding, processing insurance forms, and using medical software. This program provides training on medical billing software as well as preparation for the Certified Coding Associate (CCA) national certification exam.

**Noncredit Schedule No.** 08SPHO 99760 DF  
**Registration Open:** Jan. 2-May 28  
**Fee:** \$1,995 (Materials are included.)

### Certified National Pharmaceutical Representative

This 120-hour nationally recognized online training course (CNPR) and program was developed in response to a rising need for entry-level certified pharmaceutical sales representatives. Learn the skills necessary to become a certified pharmaceutical sales representative including knowledge in pharmacology, medical terminology, physiology, and regulations for selling pharmaceuticals.

**Noncredit Schedule No.** 08SPHO 99763 DF  
**Registration Open:** Jan. 2-May 28  
**Fee:** \$1,699 (Materials are included.)

### Coding, Reimbursement, and Documentation for Physicians

This 120-hour nationally recognized physicians coding online course and training program is designed to teach physicians how to maximize their reimbursement by emphasizing proper coding and HIPAA compliance, bundled services, modifiers, and efficient ways to be compliant while getting the maximum reimbursement due for services performed.

**Noncredit Schedule No.** 08SPHO 99765 DF  
**Registration Open:** Jan. 2-May 28  
**Fee:** \$995 (Materials are included.)

### Human Resources for Health Care Professionals

This 80-hour nationally recognized health care human resources online course and training program provides a comprehensive human resource management foundation for those who intend to work, or are working, in health care settings. All of the modules in this online program instill a solid foundation in both human resources and health care administrative practices.

**Noncredit Schedule No.** 08SPHO 99764 DF  
**Registration Open:** Jan. 2-May 28  
**Fee:** \$2,099 (Materials are included.)

### Medical Transcription

This nationally recognized 240-hour online instructor-led program will prepare you to start a new career as a medical transcriptionist. A medical terminology course is included. Learn to identify and/or define the knowledge, skills, abilities, and responsibilities required of medical transcriptionists. Transcriber and all materials are included.

**Noncredit Schedule No.** 08SPHO 99762 DF  
**Registration Open:** Jan. 2-May 28  
**Fee:** \$1,699 (Materials are included.)

### Revenue Cycle Management for Health Care Providers

This 120-hour nationally recognized online course and training program teaches the skills necessary to evaluate the performance of revenue-cycle systems and processes, an understanding of the components of the revenue cycle, the best methods for benchmarking performance, and proven methods of improving cash flow.

**Noncredit Schedule No.** 08SPHO 99766 DF  
**Registration Open:** Jan. 2-May 28  
**Fee:** \$995 (Materials are included.)

### Veterinary Assistant

This 240-hour nationally recognized online course prepares students to learn about the care of animals as well as learning how to recognize signs of illness and disease, interpersonal communication, interaction with clients and their animals, as well as how to assist the veterinarian during examinations. Administrative duties, such as fee collection, banking, and accounts payable are emphasized, and the program contains basic information about pet insurance.

**Noncredit Schedule No.** 08SPHO 99767 DF  
**Registration Open:** Jan. 2-May 28  
**Fee:** \$1,895 (Materials are included.)

### Medical Billing and Coding

In this 240-hour program students can learn medical billing and coding from the comfort of their own homes with this instructor-facilitated program. Students prepare for an entry-level medical billing and/or coding position in a medical office setting and prepare to sit for the Certified Coding Associate (CCA) national exam.

**Noncredit Schedule No.** 08SPHO 99768 DF  
**Registration Open:** Jan. 2-May 28  
**Fee:** \$1,699 (Materials are included.)

### Pharmacy Technician

This 240-hour program teaches the skills needed to work as a pharmacy technician in either the hospital or retail setting.

**Noncredit Schedule No.** 08SPHO 99769 DF  
**Registration Open:** Jan. 2-May 28  
**Fee:** \$1,899 (Materials are included.)

### Professional Certificate in Nutrition for Optimal Health, Wellness, and Sports

A web-based program designed to meet the growing demand of allied health/medical professionals, registered dietitians, fitness professionals, personal trainers, and the general public. This innovative and comprehensive web-based certificate program provides an in-depth examination of contemporary nutritional topics such as meal plan analysis, functional food implementation, antioxidants, public nutrition, sports nutrition, vitamin supplementation, and weight management.

**Course fee:** \$399

**Module One – Spring, Feb. 11-March 16**  
**(Registration deadline: Feb. 8)**

**Course 1:** *Nutrition and You: Functional Foods*  
**Course 2:** *Weight Management and Nutrition in the Life Cycle*

**Module Two – Spring, March 17-April 20**  
**(Registration deadline: March 14)**

**Course 1:** *Introduction to Sports Nutrition and Performance*

**Course 2:** *Public Nutrition and Wellness Education*

# Online Health Care Programs continued from page 3

## Professional Certificate in Personal Training for Older Adults

This is a comprehensive web-based program that ensures safe and effective exercise programs for older adults by personal trainers, allied health/medical and fitness professionals, and the general public. To earn the certificate, you are required to complete all four core courses. You may also elect to take the optional field internship course.

**Course Fee:** \$399

**Module One – Spring, Feb. 11-March 16 (Registration deadline: Feb. 8)**

**Course 1:** *Designing Older Adult Exercise Programs*

**Course 2:** *Socio-Physiological Aspects of Aging*

**Module Two – Spring, March 17-April 20 (Registration deadline: March 14)**

**Course 1:** *Business Management and Administration for the Mature Market*

**Course 2:** *Exercise and Aging for Special Populations*

**Module Three – Spring, April 21-June 1 (Registration deadline: April 18)**

**Course Elective:** *Optional Field Internship in Senior Personal Fitness Training*

## Professional Certificate in Women's Exercise Training and Wellness

A web-based program designed to prepare students for careers working with women of all ages at medically based fitness facilities, physical therapy clinics, and at health promotion sites. Students will learn to design exercise programs based on women's needs; and using a client's health history, goals, and abilities. To earn the certificate, complete all four courses. Courses offered year-round.

**Course fee:** \$399

**Module 1 Dates: Feb. 11-March 16 (Registration deadline: Feb. 8)**

**Course 1:** *Designing Women's Exercise Programs*

**Course 2:** *Female Anatomy and Physiology*

**Module 2 Dates: March 17-April 20 (Registration deadline: March 14)**

**Course 1:** *Medically-Based Fitness Management and Administration*

**Course 2:** *Women's Health and Wellness for Special Populations*

## Three Easy Ways to Register

**By phone:** (619) 594-5152

**By mail:** College of Extended Studies  
Registration, 5250 Campanile Drive,  
San Diego, CA 92182

**Online:** [www.neverstoplearning.net/healthbeat](http://www.neverstoplearning.net/healthbeat)



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