



Continuing Education

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csuohio.edu/nursing/ce

Frequently Asked Questions

Who can enroll in the CSU Patient Advocacy Certificate Program (PACP)?

The program is primarily designed for individuals who are currently employed as patient advocates/navigators in healthcare facilities. It was not designed as a career-entry program, and there is currently no national credential to become a patient advocate. However, earning the certificate provides critical, fundamental knowledge and can enhance your resume/portfolio. We have had participants from across the nation and internationally. The titles used for individuals working as Patient Advocates vary considerably among the institutions, as do the qualifications of the individuals enrolled. The majority of these individuals work in hospitals. Some are nurses, others are social workers, but many have other or no degrees.

There are no mandatory entry requirements to enroll in the PACP as this is a continuing education (CE) program. However, participants should have at least average computer skills, a commitment to professionalism and a desire to improve the quality of health care experiences for patients.

What kind of credit do I earn? Is this a degree program?

As this is a continuing education program, no degree is granted. The modules are not academic credit-bearing modules and you do not receive a letter grade or degree.

A continuing education certificate is provided after successful completion of each of the ten modules (based on logging in, participating every week in discussions for each lesson, and completing mandatory quizzes and assignments). Once you complete all ten modules, you receive a special certificate and letter documenting your successful completion of the Cleveland State Patient Advocacy Certificate Program. Cleveland State also maintains a transcript of all modules completed. While there is no commitment required to take all ten modules, only those who do so will receive the final PACP certificate.

How is the program run?

Each module of the Patient Advocacy Certificate Program is conducted entirely online. There are no required textbooks. All information is available through the Blackboard Learning Management System or provided through links or pdf files. Each module has a specific start and end date, beginning and ending at 12 noon EST on a Friday. The instructor will post a lesson for each week of the module. Some modules are heavy in new information while others apply and build on knowledge and skills you may already have. Therefore, the time dedicated to each individual module will vary based on the subject matter.

Must I register for the entire program?

No, you can register for only those modules you would like to take. A certificate documenting the Continuing Education (CE) credit earned will be sent to you after successful completion of each module. However, to receive the CSU Patient Advocacy Program Certificate, you must complete all ten modules.

Do the modules need to be taken in a certain order?

The modules can be taken in any order and there is no commitment to take them all. However, it is recommended Data Management be taken prior to Measuring Patient Satisfaction.

How long do I have to complete the entire program?

While each module has a set ending date, there is no time limit to complete the PACP.

What is the difference between a contact hour and a CEU?

The International Association for Continuing Education and Training (IACET) defines a continuing education unit (CEU) as “ten contact hours of participation in an organized continuing education experience under responsible sponsorship, capable direction and qualified instruction.” Based on pilot tests, you will be spending about ten clock (contact) hours on each module of the PACP. Ten contact hours convert to 1 CEU. Some professional boards report continuing education in contact hours, while others in CEUs; therefore, we will indicate both on certificates.

What are the requirements for successful completion of individual modules?

You should plan to invest at least two hours per week on readings, discussion and assignments. Though it is not required that you are online at a specific time or day during the five weeks in each module, the weekly discussion posts and assignments are due at the end of each week. The discussion area and assignment submission options will close at the end of each of the five weekly lessons. All five weeks of assignments and discussion posts must be completed by the end of the module for a certificate of completion to be awarded. Each module also includes mandatory short answer or multiple choice quizzes, which are part of successful completion. Each instructor will communicate their expectations in their syllabus, in their comments, and/or in their introductions. ***It is the student's responsibility to review the syllabus and participate accordingly.***

Once you complete all ten modules, you receive a special certificate and letter documenting your successful completion of the Cleveland State Patient Advocacy Certificate Program. Cleveland State also maintains a transcript of modules completed. While there is no commitment required to take all ten modules, only those who do so will receive the final PACP certificate.

What are the technical requirements for the Blackboard Learning Management System?

Students need Internet access to connect to Blackboard. A broadband connection is preferred. More information about technical requirements is available on CSU's Center for e-learning site, <http://www.csuohio.edu/elearning/>.

Am I ready for online learning?

E-learning is convenient, but also requires the right attitude, work ethic and comfort with computers. Take the self-assessment quiz to see if you're ready for eLearning by accessing this link. <http://www.engagecsuonline.com/are-you-ready.html>.

Why is enrollment in each module limited?

The modules in the PACP are interactive; therefore, we limit the enrollment in each section to twenty-five students. The decision to limit registration for each class has been made to ensure the class is manageable. If the size is too large, the number of comments to read becomes overwhelming for those enrolled.

How do I register?

Registration is done online and credit or debit cards are the only payment accepted. Registration and payment must be completed the Wednesday prior to the start of the module (modules begin on Fridays).

Here is the link to our online registration and payment system:

<http://www.campusce.net/csunursing/category/category.aspx?S=25>

What is the module refund policy?

Your module tuition will be refunded or your bill cancelled if you notify us of your intent to withdraw from the module **more than two full business days before the class start date**. Call (216) 687-3867 or email cenursing@csuohio.edu, or stop by our office (JH 238) to withdraw. NO REFUNDS OR TRANSFERS WILL BE ISSUED FOR WITHDRAWAL REQUESTS RECEIVED LESS THAN TWO FULL BUSINESS DAYS BEFORE THE FIRST DAY OF THE MODULE.

Can I use credit received for previous coursework toward the PACP?

No. The CSU program is built around specific patient advocacy competencies and content areas which are covered in each of the modules. The certificate documents that participants have successfully studied and discussed each of these areas through our modules. As such, we feel it is essential that all ten modules be completed.

How do I become a Patient Representative/Patient Advocate? What type of classes/modules do I need to take?

The Patient Advocate profession is growing, in part because of patients and family members and also because of the movement toward greater transparency and accountability for the patient experience. The majority of patient advocates work in hospitals. Some are nurses, others are social workers, but many have other or no degrees. The titles given to this role vary considerably among the institutions as do the qualifications of the individuals enrolled.

Completing the CSU Patient Advocacy Certificate Program indicates that you have studied fundamental building blocks of the profession. In general, training in the following areas will be valuable for the position: complaint management, mediation training, conflict negotiation, data management, interpersonal communication, and crisis intervention.

Also helpful for this position is having the following: analytical problem solving ability; excellent oral and written communication skills; ability to relate to all types of people; being sensitive and compassionate when dealing with patients/families; being a good listener; good interviewing skills; tact in dealing with patients, families and staff; empathy; being patient and non-judgmental; possessing a good sense of humor; and having some experience and understanding of the organization.