

<b>Goodheart-Willcox Publisher Correlation of  <i>Introduction to Health Science</i> ©2016  to Precision Exams  Health Sciences, Introduction (700)</b>		
STANDARD		CORRELATING PAGES
<b>Foundation Standard 1: Academic Foundation</b> Understand human anatomy, physiology, common diseases and disorders, and medical math principles.		
<b>1.1</b>	<b>Human Anatomy and Physiology</b>	
1.11	Identify basic levels of organization of the human body.	154–166
1.11a	Chemical	154
1.11b	Cellular	154-157, 170 (#22)
1.11c	Tissue	157
1.11d	Organs	158-159
1.11e	Systems	158-159
1.11f	Organism	159-166
1.12	Identify body planes, directional terms, cavities, and quadrants.	159–166
1.12a	Body planes (sagittal, mid-sagittal, coronal/frontal, transverse/horizontal)	166-167, 170 (#23)
1.12b	Directional terms (superior, inferior, anterior/ventral, posterior/dorsal, medial, lateral, proximal, distal superficial, and deep)	159, 161-162, 170 (#23 and 24)
1.12c	Cavities (dorsal, cranial, spinal, thoracic, abdominal, and pelvic)	164-165
1.12d	Quadrants (upper right, lower right, upper left, and lower left)	163-164, 170 (#23)
1.13	Analyze basic structures and functions of human body systems (skeletal, muscular, integumentary, cardiovascular, lymphatic, respiratory, nervous, special senses, endocrine, digestive, urinary, and reproductive).	293–323, 442–467, 592–619, 724–761
1.13a	Skeletal (bone anatomy, axial and appendicular skeletal bones, functions of bones, ligaments, types of joints)	304-315, 326 (#16)
1.13b	Muscular (microscopic anatomy of muscle tissue, types of muscle, locations of skeletal muscles, functions of muscles, tendons, directional movements)	315-323, 327 (#21)
1.13c	Integumentary (layers, structures and	294-303, 326 (#19)

	functions of skin)	
1.13d	Cardiovascular (components of blood, structures and functions of blood components, structures and functions of the cardiovascular system, conduction system of the heart, cardiac cycle)	442-452, 470 (#21 and 22)
1.13e	Lymphatic (structures and functions of lymphatic system, movement of lymph fluid)	452-459, 471 (#25)
1.13f	Respiratory (structures and functions of respiratory system, physiology of respiration)	460-467, 470 (#20), 471 (#26)
1.13g	Nervous (structures and functions of nervous tissue and system, organization of nervous system)	724-742, 764 (#15)
1.13h	Special senses (structures and functions of eye, ear, nose and tongue; identify senses for sight, hearing, smell, taste, touch)	743-754, 764 (#17), 765 (#22)
1.13i	Endocrine (endocrine versus exocrine, structures and functions of endocrine system, hormones, regulation of hormones)	755-761, 764 (#15 and 19)
1.13j	Digestive (structures and functions of gastrointestinal tract, chemical and mechanical digestion, structures and functions of accessory organs)	592-600, 622 (#14), 623 (#23)
1.13k	Urinary (structures and functions of urinary system, gross and microscopic anatomy, process of urine formation, urine composition, homeostatic balance)	601-606, 622 (#14), 623 (#24)
1.13l	Reproductive (structures and functions of male and female reproductive systems, formation of gametes, hormone production and effects, menstrual cycle, and conception)	607-619, 623 (#25)
<b>1.2</b>	<b>Diseases and Disorders</b>	
1.21	Describe common diseases and disorders of each body system (such as: cancer, diabetes, dementia, stroke, heart disease, tuberculosis, hepatitis, COPD, kidney disease, arthritis, ulcers).	296–297, 300–303, 306–307, 314–315, 319–320, 322, 326 (#18), 365–367, 405–406, 443, 450–452, 457, 458-459, 461–463, 465, 470 (#18), 471 (#23 and 24), 494, 598, 600, 605, 610, 613, 623 (#22), 731, 733, 735, 749–750, 754, 756, 760
1.21a	Etiology	296, 302, 307, 314-315, 320, 405, 598, 610
1.21b	Pathology	296, 302, 307, 314-315, 320, 365, 443, 452, 458-459, 463, 598, 610, 749-750, 756, 760
1.21c	Diagnosis	457, 458-459, 749-750, 760

1.21d	Treatment	314, 319-320, 451, 459, 602, 733
1.21e	Prevention	302, 365, 452, 454-455, 610, 750
1.22	Discuss research related to emerging diseases and disorders (such as: autism, VRSA, PTSD, Listeria, seasonal flu).	428 494 617 637, 731
1.23	Describe biomedical therapies as they relate to the prevention, pathology, and treatment of disease.	10-15, 35 (#24), 234-235, 304, 337-343, 397-398, 454, 457, 459, 630-631, 633-635, 637, 650-651, 696, 701-709, 718 (#17 and 23)
1.23a	Gene testing	12, 337, 704-705, 718 (#17), 719 (#38)
1.23b	Gene therapy	12, 651
1.23c	Human proteomics	157, 293, 296, 337, 443, 594, 650
1.23d	Cloning	707, 718 (#24)
1.23e	Stem cell research	13, 171 (#27), 651, 707-709, 718 (#25)
<b>1.3</b>	<b>Medical Mathematics</b>	
1.31	Demonstrate competency in basic math skills and mathematical conversions as they relate to healthcare.	96-99, 107-109, 238-255, 258 (#23, 24, 25, 26, 27), 326 (#17), 399-409, 413 (#26, 27, 28), 470 (#21 and 22), 540-551, 554 (#21 and 28), 555 (#30 and 31), 644-647, 681-689, 692 (#25 and 26)
1.31a	Metric system (such as: centi, milli, kilo)	240-242, 245-246, 258 (#25 and 27), 541, 549, 644
1.31b	Mathematical (average, ratios, fractions, percentages, addition, subtraction, multiplication, division)	35 (#26), 97, 123, 247, 248, 286 (#27), 408, 548-549, 551, 554 (#28), 555 (#30 and 31), 685, 688, 689, 692 (#25)
1.31c	Conversions (height, weight/mass, length, volume, temperature, household measurements)	243-245, 258 (#23, 24, 25, 26, 27), 259 (#31), 399-400, 402, 406, 413 (#26 and 28)
1.32	Demonstrate the ability to analyze diagrams, charts, graphs, and tables to interpret healthcare results.	9-10, 18, 19, 90, 99-100, 113 (#26), 303, 307, 347, 350, 353, 399, 401, 403, 405, 407, 413 (#27), 436 (#20), 444, 466, 501, 586 (#16), 674-675, 686, 718 (#20 and 21)
1.33	Demonstrate use of the 24-hour clock/military time.	239-240, 258 (#23 and 24)
<b>Foundation Standard 2: Communications</b>		
Demonstrate methods of delivering and obtaining information, while communicating effectively.		
<b>2.1</b>	<b>Concepts of Effective Communication</b>	
2.11	Model verbal and nonverbal communication.	71-72, 75-76, 83-84, 112 (#17, 21, 22), 224
2.12	Identify common barriers to communication.	127, 225-229, 385-393
2.12a	Physical disabilities (aphasia, hearing loss, impaired vision)	226, 227
2.12b	Psychological barriers (attitudes, bias, prejudice, stereotyping)	390-391, 413 (#33)
2.13	Identify the differences between	81, 381, 673, 687, 689, 693 (#28)

	subjective and objective information.	
2.14	Interpret elements of communication using basic sender-receiver-message-feedback model.	70–74
2.15	Practice speaking and active listening skills.	72–74, 83–86, 112 (#21), 216 (#24), 220–225, 286 (#26), 653–655
2.16	Modify communication to meet the needs of the patient/client and to be appropriate to the situation.	76, 86–88, 113 (#31), 220–229 380–382, 385–392, 412 (#24), 413 (#33), 562
<b>2.2</b>	<b>Medical Terminology</b>	
2.21	Use common roots, prefixes, and suffixes to communicate information.	148–153, 170 (#16), 241, 325 (#13), 469 (#14), 622 (#13), 763 (#13)
2.22	Interpret medical abbreviations to communicate information.	53, 82, 148–150, 170 (#18), 249, 259 (#29), 266, 286 (#17 and 18), 402
2.22a	Common abbreviations	148–149, 249, 266
2.22b	Joint Commission official “Do Not Use List”	82
<b>2.3</b>	<b>Written Communication Skills</b>	
2.31	Utilize proper elements of written and electronic communication (spelling, grammar, and formatting).	50–54, 62, 66 (#20 and 21), 76, 92–96, 113 (#29), 170 (#20), 207–209, 532, 672–676
2.32	Prepare examples of technical, informative, and creative writing.	50–54, 66 (#20, 21, 22), 67 (#26), 85–86, 92–96, 112 (#18 and 22), 113 (#29, 30, 32), 207–209, 216 (#18), 217 (#32), 265, 286 (#22), 326 (#20), 376 (#18 and 21), 436 (#21), 470 (#20), 521 (#14), 532, 554 (#20), 622 (#17), 664 (#23), 665 (#35), 672–674, 692 (#19 and 21), 718 (#25)
<b>Foundation Standard 3: Systems</b>		
Identify how key systems affect services performed and quality of care.		
<b>3.1</b>	<b>Healthcare Delivery Systems</b>	
3.11	Compare healthcare delivery systems.	116–122, 142 (#15), 143 (#31)
3.11a	Non-profit and for profit (such as: hospitals, ambulatory facilities, long-term care facilities, home health, medical and dental offices, mental health services)	120–121, 142 (#19)
3.11b	Government (such as: CDC, FDA, WHO, OSHA, Public Health systems/Health Departments, Veteran’s Administration)	118–119, 142 (#17 and 18), 143 (#24)
3.11c	Non-profit (such as: March of Dimes, American Heart Association)	119–120
3.12	Describe the responsibilities of consumers within the healthcare system (such as: self-advocacy, patient compliance, provider and consumer	133–134, 271, 418–419, 436 (#18), 437 (#29)

	obligations).	
3.13	Assess the impact of emerging issues on healthcare delivery systems (such as: technology, epidemiology, bioethics, and socioeconomics).	17–20, 122, 126–127, 132–133, 416–418, 704–709
3.14	Discuss healthcare economics and common methods of payment for healthcare.	17–20, 100, 103–109, 122–125, 142 (#20 and 21), 416–418
3.14a	Private health insurance (such as: Blue Cross, Affordable Care Act - ACA)	19–20, 122–123, 126
3.14b	Managed care (such as: HMOs, PPOs, medical home)	19, 124–125, 142 (#16)
3.14c	Government programs (Medicare, Medicaid, Tricare, and Workers' Compensation)	123, 142 (#16)
<b>Foundation Standard 4: Employability Skills</b>		
Utilize employability skills to enhance employment opportunities and job satisfaction.		
<b>4.1</b>	<b>Personal Traits of the Health Professional</b>	
4.11	Identify personal traits and attitudes desirable in a member of the career-ready healthcare team.	41–42, 49, 177–179, 333–334, 369–371, 477, 572–573, 629–630
4.11a	Acceptance of criticism	178, 216 (#18), 222
4.11b	Competence	42, 74, 88, 229, 385–392, 413 (#33), 572
4.11c	Dependability	179, 216 (#18), 572
4.11d	Discretion	334, 629
4.11e	Empathy	178, 216 (#18), 224, 228, 572
4.11f	Enthusiasm	368–369, 477
4.11g	Honesty	178, 333, 572, 629
4.11h	Initiative	362, 369, 477, 572
4.11i	Patience	178, 387, 618
4.11j	Responsibility	48, 234, 265, 268, 384, 477
4.11k	Self-motivation	477, 630
4.11l	Tact	178, 327 (#23), 342
4.11m	Team player	49, 60, 216 (#22), 640
4.11n	Willingness to learn	267, 640, 656–657
4.12	Summarize professional standards as they apply to hygiene, dress, language, confidentiality and behavior.	41–42, 130–132, 134–135, 136–138, 143 (#29), 368–371, 376 (#26), 509, 572–574, 655–658
<b>4.2</b>	<b>Employability Skills</b>	
4.21	Apply employability skills in healthcare.	60–63, 204–213, 368–373, 504–519, 572, 655–661
4.21a	Chain of command	264
4.21b	Correct grammar	74, 82, 93, 532
4.21c	Decision making	187, 273, 512, 517–518
4.21d	Flexible	572

4.21e	Initiative	362, 369, 477, 572
4.21f	Integrity	333, 371, 572
4.21g	Loyalty	371
4.21h	Positive attitude	22, 41-42, 49, 58, 83, 224, 344, 369, 371
4.21i	Professional characteristics	41-42, 93, 94, 210-211
4.21j	Prompt and prepared	52, 179, 368, 572
4.21k	Responsibility	48, 234, 265, 268, 384, 477
4.21l	Scope of practice	48, 216 (#21), 266, 268, 370, 436 (#19), 586 (#15)
4.21m	Teamwork	49, 60, 216 (#22), 640
4.21n	Willing to learn	267, 640, 656-657
<b>4.3</b>	<b>Career Decision-making</b>	
4.31	Research levels of education, credentialing requirements, and employment trends in health professions.	20-31, 42-47, 67 (#25), 134-135, 180-189, 215 (#17), 217 (#29), 266-268, 334-343, 375 (#16), 377 (#32), 419-421, 478-487, 523 (#28), 631-637, 665 (#34)
4.32	Distinguish differences among careers within health science pathways (diagnostic services, therapeutic services, health informatics, support services, or biotechnology research and development).	42-47, 180-189, 212, 334-343, 376 (#17), 478-487, 630-638
<b>4.4</b>	<b>Employability Preparation</b>	
4.41	Develop components of a personal portfolio.	61-63, 67 (#26, 27, 28), 207, 217 (#30, 31, 32), 377, 518-519, 523 (#29), 659-661, 665 (#35 and 36)
4.41a	Letter of introduction	67 (#26), 206, 208, 209, 217 (#31)
4.41b	Résumé	62, 67 (#26)
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4.41h	Credentials	266-267, 659
4.41i	Technology Skills	207
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4.42	Identify strategies for pursuing employment (social media, personal networking, job sites, internships).	46, 204-211, 373, 377 (#34), 480, 656-658
<b>Foundation Standard 5: Legal Responsibilities</b>		
Describe legal responsibilities, limitations, and implications on healthcare worker actions.		
<b>5.1</b>	<b>Legal Responsibilities and Implications</b>	
5.11	Analyze legal responsibilities and implications of criminal and civil law.	54, 80-81, 86, 127-130, 133-134, 136-138, 143 (#27 and 30), 233-234, 266-273, 286

		(#21, 22, 23), 287 (#28), 345, 361, 370–371, 376 (#23), 419–424, 565–571, 652, 698–700, 710
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5.11f	Abuse	129, 143 (#24), 269–270, 274, 275, 278
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<b>5.2</b>	<b>Legal Practices</b>	
5.21	Apply standards for the safety, privacy and confidentiality of health information (HIPAA, privileged communication).	41, 133, 230, 272, 286 (#23), 345, 393–396, 535–536, 677
5.22	Describe advance directives.	133–134, 143 (#30)
5.23	Summarize the essential characteristics of a patient’s basic rights within a healthcare setting.	132–134, 270–273, 286 (#21 and 22)
5.24	Define informed consent.	271–272, 287 (#28)
5.25	Explain laws governing harassment and scope of practice.	128, 268, 278, 570–571
<b>Foundation Standard 6: Ethics</b>		
Understand accepted ethical practices with respect to cultural, social, and ethnic differences within the healthcare environment.		
<b>6.1</b>	<b>Ethical Practice</b>	
6.11	Differentiate between ethical and legal issues impacting healthcare.	127–135, 266–276, 286 (#19), 419–425, 565–574, 704–710, 718 (#18)
6.12	Identify ethical issues and their implications related to healthcare (such as: organ donation, <i>in vitro</i> fertilization, euthanasia, scope of practice, ethics committee).	130–134, 273–275, 424–425, 571–574, 704–710
6.13	Utilize procedures for reporting activities and behaviors that affect the health, safety, and welfare of others (such as: incident report).	265, 275, 279, 280, 282, 287 (#32), 371, 384–385, 714
<b>6.2</b>	<b>Cultural, Social, and Ethnic Diversity</b>	
6.21	Discuss religious and cultural values as they impact healthcare (such as: ethnicity, race, religion, gender).	227–229, 385–391, 412 (#21 and 22), 413 (#33)
6.22	Demonstrate respectful and empathetic treatment of ALL patients/clients (such as: customer service, patient satisfaction, civility).	201, 224–225, 388–391, 412 (#24), 572, 586 (#17)
<b>Foundation Standard 7: Safety Practices</b>		



Identify existing and potential hazards to clients, co-workers, and self. Employ safe work practices and follow health and safety policies and procedures to prevent injury and illness.		
<b>7.1</b>	<b>Infection Control</b>	
7.11	Explain principles of infection control.	193–199, 425–428
7.11a	Chain of infection	425–428, 436 (#22)
7.11b	Mode of transmission (direct, indirect, vectors, common vehicle [air, food, water], healthcare-associated infections [nosocomial], opportunistic)	426–428, 429–430, 431–433
7.11c	Microorganisms (non-pathogenic, pathogenic, aerobic, anaerobic)	421, 426
7.11d	Classifications (bacteria, protozoa, fungi, viruses, parasites)	426, 436 (#20 and 21), 453–454
7.12	Differentiate methods of controlling the spread and growth of microorganisms.	429–433, 490–497, 642–644, 648–649
7.12a	Aseptic control (antisepsis, disinfection, sterilization, sterile technique)	429–433, 490–494, 647–649
7.12b	Standard precautions	193–199, 217 (#26), 429, 437 (#28)
7.12c	Isolation precautions	432–433
7.12d	Blood borne pathogen precautions	421–422, 430–431
7.12e	Vaccinations	457, 509
<b>7.2</b>	<b>Personal Safety</b>	
7.21	Apply personal safety procedures based on Occupational Safety and Health Administration (OSHA) and Centers for Disease Control (CDC) regulations.	193–199, 277–281, 642–644
7.22	Demonstrate principles of body mechanics.	279–280, 287 (#29 and 31), 502–504
<b>7.3</b>	<b>Environmental Safety</b>	
7.31	Apply safety techniques in the work environment.	433, 494–498, 502–504, 574–583, 587 (#32), 642–644, 711–714
7.31a	Ergonomics	138–139, 143 (#26)
7.31b	Safe operation of equipment	74–75, 280–281, 433, 502–504, 579–581
7.31c	Patient/client safety measures (check area for safety)	282–283, 437 (#36)
<b>7.4</b>	<b>Common Safety Hazards</b>	
7.41	Observe all safety standards related to the Occupational Exposure to Hazardous Chemicals Standard (Safety Data Sheets (SDSs), ( <a href="http://www.osha.gov">www.osha.gov</a> )).	421–422
7.42	Comply with safety signs, symbols, and labels.	642, 665 (#29)
<b>7.5</b>	<b>Emergency Procedures and Protocols</b>	
7.51	Practice fire safety in a healthcare setting.	575–578



7.52	Apply principles of basic emergency response in natural disasters and other emergencies (safe location, contact emergency personnel, follow facility protocols).	360–367, 582-583
<b>Foundation Standard 8: Teamwork</b>		
Identify roles and responsibilities of individual members as part of the healthcare team.		
<b>8.1</b>	<b>Healthcare Teams</b>	
8.11	Evaluate roles and responsibilities of team members.	47–48, 190–192, 343–346
8.11a	Examples of healthcare teams	190-192, 264, 286 (#16)
8.11b	Responsibilities of team members	48
8.11c	Benefits of teamwork	49, 216 (#22)
8.12	Identify characteristics of effective teams.	49, 190–192, 343–346
8.12a	Active participation	49
8.12b	Commitment	49
8.12c	Common goals	49, 191, 488
8.12d	Cultural sensitivity	389
8.12e	Flexibility	49
8.12f	Open to feedback	49, 488, 489
8.12g	Positive attitude	49
8.12h	Reliability	49
8.12i	Trust	49
8.12j	Value individual contributions	49, 488
<b>8.2</b>	<b>Team Member Participation</b>	
8.21	Recognize methods for building positive team relationships (such as: mentorships and teambuilding).	221–223, 346
8.22	Analyze attributes and attitudes of an effective leader.	638–641
8.22a	Characteristics (interpersonal skills, focused on results, positive)	639-640
8.22b	Types (autocratic, democratic, laissez faire)	640, 665 (#30 and 37)
8.22c	Roles (sets vision, leads change, manages accountability)	638-641
8.23	Apply effective techniques for managing team conflict (negotiation, assertive communication, gather the facts, clear expectations, mediation).	487–489
<b>Foundation Standard 9: Health Maintenance Practices</b>		

Differentiate between wellness and disease. Promote disease prevention and model healthy behaviors.		
9.1	Healthy Behaviors	
9.11	Promote behaviors of health and wellness (such as: nutrition, weight control, exercise, sleep habits).	197, 484, 486, 499, 504–519, 595, 623 (#18 and 26)
9.12	Describe strategies for prevention of disease.	14, 126, 193–196, 337, 358–359, 382–383, 418–419, 429–431, 436 (#22), 454–455, 494–495, 501, 504–509, 713
9.12a	Routine physical exams	381–383, 509
9.12b	Medical, dental, and mental health screenings	358–359, 509–733
9.12c	Community health education outreach programs	119, 191, 518
9.12d	Immunizations	126, 457, 471 (#29)
9.12e	Stress management	512–513, 522 (#21)
9.12f	Avoid risky behaviors	279–280, 430–431, 574–581
9.13	Investigate complementary and alternative health practices as they relate to wellness and disease prevention (such as: Eastern medicine, holistic medicine, homeopathy, manipulative and natural therapies).	8–9, 15–16, 35 (#30), 181–182, 275–276, 286 (#25), 287 (#34)
<b>*Foundation Standard 10: Technical Skills</b> Apply technical skills required for all career specialties and demonstrate skills and knowledge as appropriate. *Additional technical skills may be included in a program of study based on career specialties.		
10.1	Technical Skills	
10.11	Apply procedures for measuring and recording vital signs including the normal ranges (temperature, pulse, respirations, blood pressure, pain).	347–354, 377 (#27), 384, 400–402, 413 (#27), 451–452
10.12	Obtain training or certification in cardiopulmonary resuscitation (CPR), automated external defibrillator (AED), foreign body airway obstruction (FBAO) and first aid.	360–362, 364–365
<b>Foundation Standard 11: Information Technology Applications</b> Utilize and understand information technology applications common across health professions.		
11.1	Key Principles of Health Information Systems	
11.11	Identify types of data collected in Electronic Health Records/Electronic Medical Records (EHR or EMR) (such as: history and physical, medications, diagnostic tests, patient demographics).	42–43, 54, 66 (#22), 77–83, 91, 230–233
11.12	Explore different types of health record	234–235, 237, 398

	data collection tools (such as: patient monitoring equipment, telemedicine, phone application, and medical wearable devices).	
11.13	Identify the types and content of an EHR/EMR (such as: pharmacy, laboratory, radiology).	77–82, 230–233
11.14	Create documentation in EHR/EMRs that reflect timeliness, completeness, and accuracy.	79–83, 88–92, 651–652
11.15	Adhere to information systems policies, procedures, and regulations as required by national, state, and local entities.	229–234, 393–396, 535–536
<b>11.2</b>	<b>Privacy and Confidentiality of Health Information</b>	
11.21	Apply fundamentals of privacy and confidentiality policies and procedures (HIPAA).	41, 132–133, 272–273, 286 (#23), 393–396, 677
11.22	Identify legal and regulatory requirements related to the use of personal health information (such as: Health Information Technology Act [HITECH Act], American Recovery and Reinvestment Act [ARRA]).	133, 135–138, 142 (#23), 230, 393–396
11.23	Identify common policies and procedures for proper access, disclosure and protection of personal health information (such as: passwords, administrative safeguards, database security).	41, 54, 94, 133, 137–138, 143 (#32), 272, 345, 393–396, 677
11.24	Describe consequences of inappropriate use of health data in terms of disciplinary action.	136, 395–396, 412 (#23), 677
11.25	Understand the principle to correct inaccurate information/errors entered into an EHR/EMR (such as: adding, clarifying, and correcting information).	233–234
<b>11.3</b>	<b>Basic Computer Skills</b>	
11.31	Apply basic computer concepts and terminology necessary to use computers and other mobile devices.	88–92, 234–235, 237–238
11.32	Demonstrate basic computer troubleshooting procedures (such as: restart, check power supply, refresh browser, check settings).	41, 50–52, 62, 92–95
11.33	Demonstrate use of file organization and information storage.	55–56, 65 (#17), 237–238



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11.34	Identify uses of basic word processing, spreadsheet, and database applications.	50–52, 62, 205–208, 679–681
11.35	Evaluate validity of web-based resources.	622 (#16), 677–679, 681–689, 693 (#30 and 31), 710
11.36	Demonstrate appropriate usage of email and social media in a work environment (such as: work-related communications, personal texting on own time, appropriate language and content, use full language sentences).	92–94, 113 (#29), 235–238