# ENGL 5453: Technical Writing in Healthcare Settings

# Accommodations

The Americans with Disabilities Act (ADA) is a federal antidiscrimination statute that provides comprehensive civil rights protection for persons with disabilities. Among other things, this legislation requires that all students with disabilities be guaranteed a learning environment that provides for reasonable accommodation of their disabilities.  Moreover, the University of Arkansas Academic Policy Series 1520.10 requires that students with disabilities are provided reasonable accommodations to ensure their equal access to course content. If you have a documented disability and require accommodations, please contact me privately at the beginning of the semester to make arrangements for necessary classroom adjustments. Please note, you must first verify your eligibility for these through the Center for Educational Access (contact 479–575–3104 or visit   [http://cea.uark.edu](https://nam11.safelinks.protection.outlook.com/?url=http%3A%2F%2Fcea.uark.edu%2F&data=04%7C01%7Cskpatton%40uark.edu%7C05bf637fb1c44f25a12c08d90375a4dd%7C79c742c4e61c4fa5be89a3cb566a80d1%7C0%7C0%7C637544626070453483%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=Aik5%2BK6QwAkKKz3B%2BOG8rKChCSxx1nsQ2NEU4Ho4OQo%3D&reserved=0)  for more information on registration procedures).

# Required Texts

**Rhetorical Work in Emergency Medical Services**by Elizabeth Angeli

**The Well-Crafted Sentence**  by Bacon

**Online Texts**  by various authors. Provided via Library and Course Site

## Course Description

Technical writing is a field of study, a skill, and an art. Technical writing surrounds us, but we often overlook it the work it does to make our world work. Though definitions vary, for us a basic definition of technical writing is any writing that conveys information that needs to be accurate to be useful to the intended audience.

## Course Objectives

* Learn to actively use grammatical choices to shape texts
* Analyze the ethical stakes of a professional texts
* Explain user experience and design thinking as an approach to coordinating medical services
* Critically analyze policies and procedures in medical settings from a rhetorical and design perspective
* Create rhetorically-aware texts for medical settings

## Course Assignments and Assessment Overview

**Weekly Writing Prompts**

In each of these prompts you will be asked to write at least a single-spaced page, many times more. Your response will be tailored to the week’s readings, providing you a space to reflect on the reading and apply it to your practice as a nurse. These weekly responses will have regular feedback from your instructor and your peers.

**Writing Analysis and Categorization**

Our first stand-alone assignment will be a self-assessment of the writing and communication tasks that you complete in your workplace. Using our growing understanding of technical writing, you’ll be asked to survey the types of writing and communication you carry out on a weekly basis and explain the role, audience, format, and other aspects of that communicative work through the lenses of nursing and technical writing.

**Usability Review**

In this assignment, you will look at how useable a particular text is for a target audience. You’ll be guided by readings on usability, user experience design, and patient-experience design.

**Policy Critique**

A large part of working in organizational settings, especially in highly-regulated fields such as healthcare, is understanding and implementing policies generated at the local, state, national, and international level. To better understand how these policies work and how well they address their purposes and audiences, we will be carrying out a critique of a policy that affects your nursing practice. This assignment moves beyond the usability review because it looks to how the text works in the larger institution, moving beyond the lens of a type of user.

**Final Assignment: Policy and Documentation Creation**

*Proposal*

You will be proposing an relevant policy revision or creation that will be submitted alongside a document you will create or revise to support that policy. The proposal will be the first step, followed by the document, and then finally the policy.

*Deliverable 1: Form*

You will submit the document that will go along with your form, allowing you to put your technical writing skills to work crafting a useful text for those who will be using it while also concurrently addressing the needs of the larger institution you’ll be serving.

*Final Deliverable*

You will submit a full policy dossier with the policy, an explanation of why it should be implemented, and the documentation associated with the policy.

**Assignment Weights**

*Assignment* *Weight*

Weekly Writing Prompts  .............................  Required to Finish Course (you may not receive greater than a D in the course unless you finish each weekly writing prompt in a timely fashion).

Writing Self-Assessment  .............................  15%

Usability Critique  .........................................  20%

Policy Critique..............................................  20%

Policy Proposal  ............................................  5%

Policy Form  ..................................................  20%

Policy Dossier  ..............................................  20%

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**Dr. Adam R. Pope**

Director, Graduate Certificate in Technical Writing and Public Rhetorics

Interim-Director, Rhetoric and Composition Program/Office

Assistant Professor

Department of English

University of Arkansas

479.575.2286