HSP 4320
Communication Skills for Healthcare Professionals

FACULTY
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(*or by appointment)

COURSE INFORMATION
Title: Communication Skills for Healthcare Professionals
Number: HSP 4320
Time: Tuesdays/ Thursdays from 11:00-12:15 AM
Location: Health and Human Services ARCHER 110
Credits: Three Semester Credit Hours (3-0-0)
Pre-requisites/Co-requisites: None

COURSE DESCRIPTION: Designed to teach students interested in the health professions to communicate effectively with their patients, colleagues, and other professionals. The course covers interpersonal communication with patients and their families, as well as public speaking and presentations, and communicating as a leader.

COURSE OBJECTIVES: Upon successful completion of this course, students will be able to demonstrate:

- Therapeutic communication, 5 steps of the communication, fundamental writing skills
- Nonverbal communication
- Listening skills, providing empathy, questioning the patient
- Interpersonal communication skills and communication with the healthcare team members and your supervisor
- Interviewing techniques
- Adapting communication to a patient’s ability to understand
- The ability to provide patient education
- Cultural sensitivity in healthcare communication
- Appropriate electronic communication
- Fundamental writing skills

TEXTBOOKS
STUDENT RESPONSIBILITY AND ATTENDANCE
It is the student’s responsibility to be on time for class, participate in class discussions, and be actively engaged in the learning process. Instructions and assignments will often be given during class, therefore it is in your best interest to attend. If you have to miss class due to an unforeseen event/accident or illness, please contact the instructor prior to the start of class. Pending the reason for your absence, the instructor may inform you of any missed homework assigned during class. Not acceptable reasons for absences include but are not limited to: over sleeping, work, wanting to leave early or come back late from the weekend, and celebrating a friend, relative or pet’s birthday. If you are sick, let the instructor know and bring a physician’s note when you come back to class.

LATE WORK OR MISSED ASSIGNMENTS POLICY Late work will not be accepted unless you have received permission from the instructor prior to the due date. If you miss an assignment due to an unexcused absence, you are out of luck. Show up for class!

ACADEMIC HONESTY  Academic honesty is expected on all work. Students are expected to maintain complete honesty and integrity in their online experiences. Any student found guilty of any form of dishonesty in academic work is subject of disciplinary action and possible expulsion from ASU. The Department of Health Science Professions adheres to the academic honesty statement as set forth in the Angelo State University Student Handbook (2011-2012) http://www.angelo.edu/content/files/17358-university-honor-code. The University "faculty expects all students to engage in all academic pursuits in a manner that is above reproach and to maintain complete honesty and integrity in the academic experience both in and out of the classroom setting and may initiate disciplinary proceedings against a student accused of any form of academic dishonesty, including but not limited to, cheating on an examination or other academic work, plagiarism, collusion, and the abuse of resource materials."

PLAGIARISM
Plagiarism at ASU is a serious topic. The Angelo State University’s Honor Code gives specific details on plagiarism and what it encompasses. Plagiarism is the action or practice of taking someone else's work, idea, etc., and passing it off as one's own. Plagiarism is literary theft.

In your discussions and/or your papers, it is unacceptable to copy word for word without quotation marks and the source of the quotation. We use the APA Style Manual of the American Psychological Association as a guide for all writing assignments. Quotes should be used sparingly. It is expected that you will summarize or paraphrase ideas giving appropriate credit to the source both in the body of your paper and the reference list. Papers are subject to be evaluated for originality via Bb Turnitin. Resources to help you understand this policy better are available at the ASU Writing Center http://www.angelo.edu/dept/writing_center/academic_honesty.php.

STUDENTS WITH DISABILITIES
1. “Angelo State University is committed to the principle that no qualified individual with a
disability shall, on the basis of disability, be excluded from participation in or be denied the benefits of the services, programs, or activities of the university, or be subjected to discrimination by the university, as provided by the Americans with Disabilities Act of 1990 (ADA), the Americans with Disabilities Act Amendments Act of 2008 (ADAAA), and subsequent legislation.”

2. The Office of Student Affairs is the designated campus department charged with the responsibility of reviewing and authorizing requests for reasonable accommodations based on a disability, and it is the student’s responsibility to initiate such a request by contacting the Office of Student Affairs, University Center, Room 112 at (325) 942-2047 or (325) 942-2211 (TDD/FAX) or by e-mail at studentservices@angelo.edu to begin the process. The Office of Student Affairs will establish the particular documentation requirements necessary for the various types of disabilities. Reasonable accommodations will be made for students determined to be disabled or who have documented disabilities.

**INCOMPLETE GRADE POLICY (OP 10.11 Grading Procedures)**

It is policy that incomplete grades be reserved for student illness or personal misfortune. Please contact faculty if you have serious illness or a personal misfortune that would keep you from completing course work. Documentation may be required.

**STUDENT ABSENCE FOR OBSERVANCE OF RELIGIOUS HOLY DAYS**

“A student who intends to observe a religious holy day should make that intention known in writing to the instructor prior to the absence.” Please see ASU Operating Policy 10.19.

**COPYRIGHT POLICY**

Students officially enrolled in this course should make only one printed copy of the given articles and/or chapters. You are expressly prohibited from distributing or reproducing any portion of course readings in printed or electronic form without written permission from the copyright holders or publishers.

**SYLLABUS CHANGES**

The faculty member reserves the option to make changes as necessary to this syllabus and the course content. If changes become necessary during this course, the faculty will notify students of such changes by email, course announcements and/or via a discussion board announcement. It is the student’s responsibility to look for such communications about the course on a daily basis.
**COURSE EVALUATION AND GRADING SCALE**

Midterm 100 points  
Final 100 points  
Paper (Interview) 100 points  
Assignments 200 points
  - Observation Assignment (100 pts)  
  - Writing Assignment (50 pts)  
  - Cultural Sensitivity Assignment (50 pts)  
Activities/Participation 100 points  
**TOTAL** 600 points

The following grading scale is in use for this course:

- A = 540-600 points  
- B = 480-539 points  
- C = 420-479 points  
- D = 360-419  
- F = 0-359 (Grades are not rounded up under ANY circumstances. Period.)