HSP 4320
Communication Skills for Healthcare Professionals

Instructor: Ji’ Lynda M. Brown, MPH, CHES
E-Mail: ji’lynda.brown@angelo.edu
Room: Health and Human Services 130
Class Time: Tuesdays and Thursdays 12:30 pm – 1:45 pm
Office Hours: Mondays and Wednesdays 11:30 am – 1:00 pm or by appointment

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, five steps of the communication process
• 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 been 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. Faculty reserve the right to deduct points for late assignments that are accepted past the original 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.

**COMMUNICATION**
Faculty will respond to email and/or telephone messages within 24 hours during working hours Monday through Friday. Weekend messages may not be returned until Monday.

*Written communication via Blackboard:* It is an expectation of this class that you use formal writing skills giving appropriate credit to the source for your ideas. Follow APA (2010) 6th edition (2nd Printing or higher only) guidelines for referencing.

*Written communication via email:* All private communication will be done exclusively through your ASU email address. Check frequently for announcements and policy changes.

**ASSIGNMENT/ACTIVITY DESCRIPTIONS**
*No extra credit assignments are provided.*
Assignments and exams used to enhance your learning experience in this course include:

1. **Readings:** You are responsible for the material covered in the book prior to attending class. Please note that the week’s readings are specified in the class schedule on the following pages. In addition to these readings, the instructor may assign supplemental readings throughout the semester. These supplemental readings do not appear on the schedule as these readings will be assigned at the instructor’s discretion.

2. **Participation:** A participation grade is determined by interaction in class (i.e. role play activities and discussions) and on group work assignments. Students are expected to actively contribute to class and group discussions, but not to dominate them. Students
are expected to listen to other people’s views, even if you don’t agree with them. Please be respectful and professional at all times. For all group work assignments, label who is responsible for the completion of each portion (can be multiple group members).

3. Exams: One mid-term exam and one final exam will be given on the material covered in the class and on the assigned readings. Exams will be based on the readings, material discussed in class, quizzes, and homework assignments.

4. Quizzes: Five quizzes will be given throughout the semester and will require that you read and respond to material in the textbook and discussions in class.

5. Group Work and Assignments: Students will be responsible for the completion Group Work and Assignments. The purpose of the Assignments are to assist students in applying their understanding the health care communication skills discussed in class as well as to provide an opportunity for students to respond to the readings. All Group Work is due by the end of the class period on the date assigned.

6. Article Reviews: Students will complete two article reviews. Reviews will measure student’s ability to synthesize and communicate information. Students must correctly apply APA style and fundamental writing skills. Due dates are specified in the course calendar.

7. Projects: There will be two projects - one video project and an infographic. The video project will be a group activity, while the infographic will be completed individually. These two projects will measure student’s ability to apply communication skills related to health care. Due dates are specified in the course calendar.

ASSIGNMENT SUBMISSION
In this class, all assignments need to be submitted through the Assignments link in the Blackboard course site. This is for grading purposes. Issues with technology use arise from time to time. If a technology issue does occur regarding an assignment submission, email me at ji'lynda.brown@angelo.edu and attach a copy of what you are trying to submit. This lets your faculty know you completed the assignment on time and are just having problems with the online submission feature in Blackboard. Once the problem is resolved, submit your assignment through the appropriate link. This process will document the problem and establish a timeline. Be sure to keep a backup of all work.

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  
900 - 1000 points: A
Final 100 points  
800 - 899.99 points: B
Group Work (8) 240 points  
700 - 799.99 points: C
Project Assignments (2) 200 points  
600 - 699.99 points: D
Activities (9) 90 points
Quizzes (5) 50 points
Article Reviews (2) 100 points
Participation 120 points  
599.99 points & below: F
TOTAL 1000 points

Title IX at Angelo State University:

Angelo State University is committed to providing and strengthening an educational, working, and living environment where students, faculty, staff, and visitors are free from sex discrimination of any kind. In accordance with Title VII, Title IX, the Violence Against Women Act (VAWA), the Campus Sexual Violence Elimination Act (SaVE), and other federal and state laws, the University prohibits discrimination based on sex, which includes pregnancy, and other types of Sexual Misconduct. Sexual Misconduct is a broad term encompassing all forms of gender-based harassment or discrimination and unwelcome behavior of a sexual nature. The term includes sexual harassment, nonconsensual sexual contact, nonconsensual sexual intercourse, sexual assault, sexual exploitation, stalking, public indecency, interpersonal violence (domestic violence or dating violence), sexual violence, and any other misconduct based on sex.

You are encouraged to report any incidents involving sexual misconduct to the Office of Title IX Compliance and the Director of Title IX Compliance/Title IX Coordinator, Michelle Boone, J.D. You may submit reports in the following manner:

Online: www.angelo.edu/incident-form
Face to Face: Mayer Administration Building, Room 210
Phone: 325-942-2022
E-Mail: michelle.boone@angelo.edu

Note, as a faculty member at Angelo State, I am a mandatory reporter and must report incidents involving sexual misconduct to the Title IX Coordinator. Should you wish to speak to someone in confidence about an issue, you may contact the University Counseling Center (325-942-2371), the 24-Hour Crisis Helpline (325 486-6345), or the University Health Clinic (325-942-2171).

For more information about resources related to sexual misconduct, Title IX, or Angelo State’s policy please visit: www.angelo.edu/title-ix.