

# HSP 4320.010

## Communication Skills for Healthcare Professionals

### Fall 2021

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**Office:** Archer Building (HHS) 222D

**Office Hours:** Monday 2 – 4, Tuesday 9 - 11

## Course Information

### Course Description

This course instructs HSP students 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, presentations, and communicating as a leader.

### Course Credits

3

### Prerequisite and Co-requisite Courses

none

### Prerequisite Skills

Accessing Internet websites, using ASU Library resources, and proficiency with Microsoft Word, PowerPoint, and Techsmith Knowmia are expectations of HSP 4320.

### Program Outcomes

#### Mission Statement

The Bachelor of Science in Health Science Professions prepares students to enter health science professions either directly upon graduation or to enter advanced graduate study in healthcare.

Students gain knowledge in ethics, policy, epidemiology, organization and leadership, research and evidence-based practice, and communication skills that span multiple health science disciplines.

## Goals

The Bachelor of Science in Health Science Professions strives to enhance multidisciplinary healthcare education and evidence-based principles to provide patient-centered care. Students will develop communication, decision-making, social, analytical thinking, and personal development skills necessary for professional practice as a healthcare professional.

## Course Delivery

This is a face-to-face course with learning resources, supplemental materials, and assignments posted in Blackboard. **COVID UPDATE: the class will be online until we can return to “normal” activity.**

## Required Texts and Materials

McCorry, LK. & Mason, J. Communication Skills for the Healthcare Professional 2nd Edition. 2020. ISBN: 978-1-496394903.

## To complete some of the assignments, you will need the following technology as required for ASU's distance education programs:

- A computer capable of running Windows 7 or later, or Mac OSX 10.8 or later
- The latest version of one of these web browsers: internet Explorer, Firefox, or Safari
- Microsoft Office Suite or a compatible Open Office Suite
- Adobe Acrobat Reader
- High Speed Internet Access
- Ethernet adapter cable required (wireless connections can drop during tests and Collaborate sessions)
- Webcam

Refer to Angelo State University's Distance Education website for further technology requirements: [Angelo State University's Distance Education Website](#)

## 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
- Public Speaking and Presentation Skills

## Topic Outline

Date	Topic	Assignment	Chapter
8-24-2021	Introduction/Syllabus		1
8-26-2021	Communication and Quality of Care		1
8-31-2021	Communication and Quality of Care	Clinical Application Video 1	1
9-2-2021	Communication and Quality of Care	Quiz 1	1
9-7-2021	Nonverbal Communications	Clinical Application Video 2	2
9-8-2021	Nonverbal Communications	Quiz 2	2

9-14-2021	Verbal Communications		3
9-16-2021	NO CLASS		3
9-21-2021	Verbal Communications	Clinical Application Video 3	3
9-23-2021	Verbal Communications	Quiz 3	3
9-28-2021	Professional Communication and Behavior	Clinical Application Video 4	4
9-30-2021	Professional Communication and Behavior	Quiz 4	4
10-5-2021	Modifying Communication to a Patient's Unique Needs	Clinical Application Video 5	5
10-7-2021	Modifying Communication to a Patient's Unique Needs	Quiz 5	5
10-12-2021	Adapting Communication to a Patient's Ability to Understand	Clinical Application Video 6	6
10-14-2021	Adapting Communication to a Patient's Ability to Understand	Quiz 6	6
10-19-2021	Review for Mid-Term		
10-21-2021		Mid-Term Exam	
10-26-2021	Cultural Sensitivity	Clinical Application Video 7	7
10-28-2021	Cultural Sensitivity	Quiz 7	7
11-2-2021	Interviewing Techniques	Clinical Application Video 8	8
11-4-2021	Interviewing Techniques	Quiz 8	8
11-9-2021	Patient Education	Clinical Application Video 9	9
11-11-2021	Patient Education	Quiz 9	9
11-16-2021	Electronic Communication	Clinical Application Video 10	10
11-18-2021	Electronic Communication	Quiz 10	10
11-23-2021	The Communication Skills You Need to Land That First Job	Quiz 11 Clinical Application Video 11	11
11-30-2021	Fundamental Writing Skills	Writing Sample	
12-2-2021	Fundamental Writing Skills	Quiz 12	12
12-7-2021	Final Exam Tuesday 10:30 – 12:30		

## Communication

Faculty will respond to email and/or telephone messages within 48 hours during working hours Monday through Friday. Weekend messages may not be returned until Monday.

**Written communication via email:** All private communication will be done exclusively through your ASU email address. Check frequently for announcements and policy changes. In your emails to faculty, **include the course name and section number in your subject line.**

## Grading

### Evaluation and Grades

Course grades will be determined as indicated in the table below.

Assessment	Percent/Points of Total Grade
Mid-Term Exam	250
Final Exam	250
Clinical Application Video / writing assignment	250
Quizzes	250
<b>TOTAL</b>	<b>1000</b>

**This course is graded strictly on points NOT percentages. The amount of points you earn determines your grade in the course. I DO NOT ROUND UP GRADES at the end of the semester. It is your responsibility to keep track of the total course points you have accumulated.**

### Grading System

Course grades will be dependent upon completing course requirements and meeting the student learning outcomes.

The following grading scale is in use for this course:

- A = 900.00-1000 points
- B = 800.00-899.99 points
- C = 700.00-799.99 points
- D = 600.00-699.99 points
- F = 0-599.99 points (Grades are not rounded up)

### Bonus Points – 50 possible

Each day you attend the class, you will receive 2 bonus points. We have 25 class active days, so you can gain 50 bonus points. To get the point, you must be in class on time and remain for the entire class. If university standards excuse your absence, then you may make up the point by turning in a chapter outline the next class period. **COVID UPDATE: To get 4 points for each week you will need to watch 100% of the online lecture. No partial credit will be given.**

## Teaching Strategies

Students are expected to be "active learners." It is a basic assumption of the instructor that students will be involved (**beyond the materials and lectures presented in the course**) discovering, processing, and applying the course information using peer-review journal articles, researching additional information and examples on the Internet, and discussing course material and clinical experiences with their peers.

## Assignment and Activity Descriptions

### Exams - 250 Points Each

Exams will be completed in class on the assigned days. The exams are designed to be completed during regular class time.

### Quizzes – Total of 250 Points

Quizzes will close at 11:59 PM on the Sundays of the week assigned. You can use your notes or books when taking the quizzes; however, you may not use another person's assistance to complete the quizzes. Each quiz has a 60-minute time limit. You may try 2 attempts at each quiz. The highest grade will be accepted. No Late quizzes will be accepted.

### Clinical Application Videos – Total of 220 Points

Clinical Application Videos are due on Wednesday of the week assigned and may be used in class on the following Thursday. In the Clinical Application Video, you role-play the assigned scenario with another person. You will act out fictional characters from the scene, filming and uploading to Techsmith Knowmia.

Your video must include:

1. Your name and the number of the video you are presenting.
2. Your Role-Play
3. And Your reflection on the role-play.
4. Film or upload your video to Techsmith Knowmia (instructions in Blackboard)
5. Share the video (instructions in Blackboard)
6. Copy and paste the Techsmith Knowmia link for the assignment.

## Video Schedule:

Video
1 – Act out Clinical Application on p. 11 and answer question 2 on p. 12
2 – Do the Role Play on p. 15 The Waiting Room
3 – Do the Role Play on p. 40 Hand Washing
4 – Do the Role Play on p. 62 The Aggressive Communicator
5 – Do the Role Play on p. 85 Probing Questions
6 – Do the Role Play on p. 97 Language Barriers
7 – Do the Role Play on p. 130 Letting the Patient Understand the Need for Touching
8 – Do the Role Play on p. 157 Pinpointing
9 – Do the Role Play on p. 176 Bad Practices
10 – Do the Role Play on p. 188 The Angry Patient
11 – Do a mock interview with you as the applicant for a job in your HSP area and the interviewer using 6 of the questions from pp. 209-211

## Writing Assignment 30 Points

The writing assignment will be done in place of a video for chapter 12. Specific details on the writing assignment will be presented in class and posted on Blackboard.

## Assignment Submission

All assignments MUST be submitted through the Assignments link in the Blackboard site, except lab reports. This is for grading, documenting, and archiving purposes. Issues with technology use arise from time to time. If a technology issue does occur regarding an assignment submission, email me at [kristi.white@angelo.edu](mailto:kristi.white@angelo.edu) and attach a copy of what you are trying to submit. Please contact the IT Service Center at (325) 942-2911 or go to your Technology Support tab to report the issue. 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.

### **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 the class!

## **General Policies Related to This Course**

All students are required to follow the policies and procedures presented in these documents:

- [Angelo State University Student Handbook](#)<sup>1</sup>
- [Angelo State University Catalog](#)<sup>2</sup>

### **Recommended Use of Masks/Facial Coverings by Students in Class At ASU**

As a member of the Texas Tech University System, Angelo State University strongly recommends the use of masks/facial coverings to ensure a safe and healthy classroom experience. Current research on the COVID-19 virus suggests there is a significant reduction in the potential for transmission of the virus from person to person by wearing a mask/facial covering that covers the nose and mouth areas. Therefore, we strongly recommend that students in this class wear a mask/facial covering before, during, and after class. Faculty members will also ask you to display your daily screening badge as a prerequisite to enter the classroom.

### **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.

### **Food and Drink Policy**

Only bottles of water or water in containers with lids are allowed in the HHS building.



## **Academic Integrity**

Students are expected to maintain complete honesty and integrity in all work. Any student found guilty of any form of dishonesty in academic work is subject of disciplinary action and possible expulsion from ASU.

The College of Health and Human Services adheres to the university's [Statement of Academic Integrity](#).<sup>3</sup>

## **Accommodations for Students with Disabilities**

ASU 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 of 2008 (ADAAA) and subsequent legislation.

Student Disability Services is located in the Office of Student Affairs, and is the designated campus department charged with the responsibility of reviewing and authorizing requests for reasonable accommodations based on a disability. It is the student's responsibility to initiate such a request by contacting an employee of the Office of Student Affairs, in the Houston Harte University Center, Room 112, or contacting the department via email at [ADA@angelo.edu](mailto:ADA@angelo.edu). For more information about the application process and requirements, visit the [Student Disability Services website](#).<sup>4</sup> The employee charged with the responsibility of reviewing and authorizing accommodation requests is:

Dallas Swafford  
Director of Student Disability Services  
Office of Student Affairs  
325-942-2047  
[dallas.swafford@angelo.edu](mailto:dallas.swafford@angelo.edu)  
Houston Harte University Center, Room 112

## **Incomplete Grade Policy**

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. See ASU Operating Policy 10.11 [Grading Procedures](#)<sup>5</sup> for more information.

## **Plagiarism**

Plagiarism is a serious topic covered in ASU's [Academic Integrity policy](#)<sup>6</sup> in the Student Handbook. 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. 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. Resources to help you understand this policy better are available at the [ASU Writing Center](#).<sup>7</sup>

## **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. See ASU Operating Policy 10.19 Student Absence for [Observance of Religious Holy Day](#)<sup>8</sup> for more information.

## **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.

## **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](http://www.angelo.edu/incident-form)

Face to face: Mayer Administration Building, Room 210

Phone: 325-942-2022

Email: [michelle.boone@angelo.edu](mailto: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](http://www.angelo.edu/title-ix).

## **Student Evaluation of Faculty and Course**

Students in all programs are given the opportunity to evaluate their courses and the faculty who teach them. Evaluations are most helpful when they are honest, fair, constructive, and pertinent to the class, clinical experience, or course. Faculty value student evaluations, and use student suggestions in making modifications in courses, labs and clinical experiences.

Angelo State University uses the IDEA (Individual Development and Educational Assessment) system administered through Kansas State University for all course evaluations. The Office of Institutional Research and Assessment administers IDEA for the entire university, online and has established a policy whereby students can complete course evaluations free from coercion.

### **Student Learning Outcomes**

Gaining a basic understanding of the subject (e.g., factual knowledge, methods, principles, generalizations, theories)

Learning to apply course material (to improve thinking, problem solving, and decisions)

Developing specific skills, competencies, and points of view needed by professionals in the field most closely related to this course

### **End of Syllabus**

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<sup>1</sup> <https://www.angelo.edu/student-handbook/>

<sup>2</sup> <https://www.angelo.edu/catalogs/>

<sup>3</sup> <https://www.angelo.edu/student-handbook/community-policies/academic-integrity.php>

<sup>4</sup> <https://www.angelo.edu/services/disability-services/>

<sup>5</sup> <https://www.angelo.edu/content/files/14197-op-1011-grading-procedures>

<sup>6</sup> <https://www.angelo.edu/student-handbook/community-policies/academic-integrity.php>

<sup>7</sup> [https://www.angelo.edu/dept/writing\\_center/academic\\_honesty.php](https://www.angelo.edu/dept/writing_center/academic_honesty.php)

<sup>8</sup> <https://www.angelo.edu/content/files/14206-op-1019-student-absence-for-observance-of>