



Health Care Aide 111

Communication in the Health Care Environment

March 11, 2015 – March 18, 2015

COURSE OUTLINE

Instructor:
Barb Reitz RN BN MHS

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HEALTH CARE AIDE 111

COURSE OUTLINE

CALENDAR STATEMENT

This course focuses on communication within the health care team. Communication with clients and their families and written communication including documentation in client records and report completion is also covered. Strategies will be introduced related to problem solving, and conflict management.

Prerequisites: HCA 110

COURSE HOURS

TOTAL HOURS: **30** LECTURE: 21 Hours LAB 9 Hours CREDITS: 2

COURSE DESCRIPTION

Effective communication is essential in health care. Effective communication skills give you the ability to form professional relationships with clients, team members, and supervisors. Communication allows you to understand your client's needs, provide client care, and function as part of a health-care team.

TUTOR INFORMATION

Instructor: Barb Reitz RN BN MHS
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E-mail: barb.reitz@keyano.ca
Office Hours: Monday 1:00 PM – 4:00 PM

GENERAL LEARNING OUTCOMES

Upon successful completion of this course, you will be able to meet or exceed the following:

1. Examine the purpose of communication in a personal relationship and in a professional relationship.
2. Describe the process of communication.
3. Describe factors that influence the process of communication.
4. Compare verbal and non-verbal communication.
5. Examine effective communication methods that promote the helping relationship.
6. Examine ineffective communication methods that threaten the helping relationship.
7. Examine the effects of culture on communication and the helping relationship.
8. Examine assertive communication strategies.
9. Develop effective communication skills for telephone conversations.
10. Examine the HCA role and responsibilities when applying the “I CARE” model during person-to-person communication.

Instructional Methods

- This course uses a variety of teaching/learning methods including: discussion, experiential exercises, learner presentations, role-plays, case studies, lectures, reflection, lab demonstration and practice, and group activities. These course activities provide the opportunity for learners to learn with and from others who are undergoing a similar learning experience.
- The course emphasizes pre-class preparation, participation in interactive classes, and post-class reflection and review. The learner is expected to take an active part in class discussions and take responsibility for his/her own learning. The instructor’s role is to facilitate learning.

HEALTH CARE AIDE PROGRAM POLICIES

Please refer to Keyano College Health Care Aide Handbook for specific Health Care Aide Program policies and to Keyano College Calendar for general College policies.

Please review the Keyano College Nursing Program Policy on Clinical Attire, which is outlined in the student handbook. The following are required items for clinical: nametag, health centre ID, watch, penlight, black pen, bandage scissors and stethoscope.

LATE POLICY FOR ASSIGNMENTS

All assignments are to be passed in at the time and place they are due. Please see timetable. Extensions on assignments may be granted and must be negotiated with the tutor prior to the due date and with a date specified for late submissions. If prior arrangements are not made, a penalty of a letter grade for each working day that an assignment is submitted after the due date will be deducted from the final grade i.e. an assignment graded at B would receive an adjusted grade of B- if handed in one day late; if two days late, the grade is adjusted to C+ etc.

SPECIALIZED SUPPORTS & DUTY TO ACCOMMODATE

DISABILITY SUPPORT SERVICES: LEARNER ASSISTANCE PROGRAM

If you have a documented disability or you think that you would benefit from some assistance from a Disabilities Counselor, please call or visit the Disability Supports Office 780-792-5608 to book an appointment (across from the library). Services and accommodations are intended to assist you in your program of study, while maintaining the academic standards of Keyano College. We can be of assistance to you in disclosing your disability to your instructor, providing accommodations, and supporting your overall success at Keyano College.

SPECIALIZED SUPPORTS AND DUTY TO ACCOMMODATE

Specialized Support and Duty to Accommodate are aligned with the office of Disability Support Services: Learner Assistance Program (LAP) guided by federal and provincial human rights legislation and defined by a number of Keyano College policies. Keyano College is obligated by legislation to provide disability-related accommodations to students with identified disabilities to the point of undue hardship.

OVERVIEW OF LEARNING EXPERIENCES

Course Modules

This course consists of the following units:

Module 1: Person to Person Communication

Module 2: Communication Impairments and Related Strategies

Module 3: Dealing with Problems and Conflict

Module 4: Documentation

REQUIRED TEXTS

Sorrentino, S.A., Remmert, R., & Wilk, M.J. (2013). *Mosby's Canadian textbook for the support worker* (3rd Ed.). Toronto, ON: Elsevier.

Sorrentino, S.A., Remmert, R., & Wilk, M.J. (2013). *Mosby's Canadian textbook for the support worker* (3rd Ed.). Toronto, ON: Elsevier. Work book to accompany.

Access to the Internet

OVERVIEW OF COURSE ASSESSMENT

Final Exam

The final exam is **cumulative**, meaning that it tests your knowledge of the content of the entire course. It is a multiple-choice exam with 49 questions. Your responses must be made on the bubble sheet (provided by your instructor or tutor).

DISTRIBUTION OF MARKS

THEORY			DATE
Final Exam cumulative; multiple choice	Demonstrate knowledge of course content	100%	March 18, 2015
		Total	100%

PASSING LEVEL AND GRADING SCALE

This is a combined theory course. Learners must complete **all** examinations to receive a final theory grade. Learners will be allowed one rewrite of exams to raise their theory grade.

To receive credit for HCA 111, a learner must achieve each of the following:

- A minimum overall grade of 2.3 (C+) or 70%

Refer to the Health Care Aide Handbook for information regarding grading scale, extensions, and other program standard practices.

Important Additional Information

Note to all students: It is the student's responsibility to retain course outlines for possible future use in support of applications for transfer credit to other educational institutions.