



**Health Care Aide 111**

**Communication in the Health Care Environment**

**January 16, 2020 – January 24, 2020**

**COURSE OUTLINE**

**Instructor:** Abby Boychuk

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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: Abby Boychuk  
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Office Hours: As per appointment

## 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 and black pen.

## **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**

### **ACCESSIBILITY SERVICES: LEARNER ASSISTANCE PROGRAM**

If you have a documented disability or you think that you would benefit from some assistance from a Learning Strategist, please call or visit the Accessibility Services Office 780-791-8934 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. (2017). *Mosby's Canadian textbook for the support worker* (4th Ed.). Toronto, ON: Elsevier.

Sorrentino, S.A., Remmert, R., & Wilk, M.J. (2017). *Mosby's Canadian textbook for the support worker* (4th Ed.). Toronto, ON: Elsevier. Work book to accompany.

Access to the Internet

## OVERVIEW OF COURSE ASSESSMENT

### Field trip Reflection

Complete a reflection using the marking guide supplied that explains an experience in communication that you had while at the NLHC.

### 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 50 questions. Your responses must be completed on Moodle at the assigned time.

## DISTRIBUTION OF MARKS

THEORY			DATE
Field Trip Reflection	Complete a reflection that demonstrates a communication experience	30%	Jan 20
Final Exam cumulative; multiple choice	Demonstrate knowledge of course content	70%	Jan 24
		<b>Total</b>	<b>100%</b>

## PASSING LEVEL AND GRADING SCALE

This is a combined theory course. Learners must complete **all** examinations to receive a final theory grade. Please refer to the Credit Calendar for information on supplemental exams.

To receive credit for HCA 111, a learner must achieve 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

### Expectations of Students Writing On-Line Exams

1. Exams will be written in a computer lab at the college. The course instructor will provide information related to where the student is to write the quiz.
2. These are **not** open book exams. The quiz is to have been studied for prior to the quiz or exam date and is to be completed independently: that is by oneself, not in collaboration with or in the company of another person or persons. No photos of quiz questions are to be taken via phones.
3. Midterm and Final exams will be invigilated by the instructor. The time and place can be found in the course syllabi or timetable. .
4. Once the quiz/exam has started, the student will submit their answers immediately prior to going on to the next question.

5. Time for all quizzes and exams will be strictly adhered to. For example if a quiz is 30 minutes, the quiz will be open for exactly 30 minutes.
6. No grades will be released until the instructor has had time to review the quiz/exam stats. Once the review has been done, the marks will be released. Review of the quiz/exam questions in class will be done at the instructor's discretion.
7. If any problem arises during the taking of the quiz/exam, the student is to notify the instructor immediately at the time of the issue.
8. It is the responsibility of each student to be familiar with the contents of the Student Code of Conduct. It is mandatory that all students sign a form identifying they have read/or are familiar with the Student Code of Conduct.

**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.