

Class meets: Tuesdays 9:00am-11:05am
August 31 to October 25, 2015

Location: MSA 111

Instructor: Christine Tannious, MHA, RPhT, ADS

Email: tannioc@wlac.edu

Office hours: 20 minutes after class and by appointment

Office: SC104

Course Description: This course will introduce students to the workplace skills necessary to succeed in healthcare professions. The focus will be on behavior, communication techniques, and HIPPA regulations

Method of Instruction: The primary methods of instruction are lecture and activity supplemented by appropriate media.

Course Objectives:

Upon successful completion of this course, the student will be able to:

- Describe principles of human communications
- Recognize interpersonal foundations for human communication
- Define therapeutic communication
- Apply therapeutic interviewing skills
- Integrate steps to avoid dysfunctional communications
- Understand culture and the influence of culture and communication
- Understand-cultural competence-a developmental process
- Define empathy and empathic responses
- Identify barriers to empathy in patient-provider relationships
- Definition of trust and trust based relationship
- Identify the process of establishing trust
- Use of therapeutic questions
- Use of non therapeutic questions
- Apply the therapeutic purpose of silence in provider-patient relationship
- Identify principles behind the therapeutic use of advisement
- Define crisis
- Identify different types of crisis
- Understand stress theory and crisis
- Manage crisis behavior
- Understand the process of dealing with illness and injury
- Identify conflict in communication
- Understand the process of resolution
- Understand the issues of professional-patient privileges
- Understand the problem with informed consent and informed choice
- Identify the sacrosancitity of provider-patient communications
- Identify HIPPA rules in oral and written communication
- Summarize after reading medical records

Institutional Student Learning Outcomes addressed in this course

A. Critical Thinking: Analyze problems by differentiating fact from opinions, using evidence, and using sound reasoning to specify multiple solutions and their consequences.

Assessment: Role play exercise and a written final examination will be used to assess the students' ability to integrate the information learned in the course.

B. Communication: Effectively communicate thought in a clear, well-organized manner to persuade, inform, and convey ideas in academic work, family, and community settings.

Assessment: Using case studies, students will be evaluated on their ability to verbally communicate information contained within medical records, including informed consent.

Student Responsibilities, policies, procedures, and advice

- Students are required to abide with the Student Code of Conduct and all College Policies at all times. These policies may be found in the schedule of classes, course catalog, or online. Remember any disruptive behavior may result in exclusion from the class.
- Students are required to abide with all policies in the pharmacy technician handbook. If you do not have a copy of the handbook please see your instructor. If you do not understand the policies please see instructor.
- Electronic devices, such as cell phones, recording devices, Ipods, etc. are NOT allowed in the classroom. If you are expecting an emergency call, please inform the instructor before class, set your phone in quiet mode, and leave the classroom silently when you receive the call.
- You are expected to be present, on time, and ready to participate at every class meeting.
- Examination/quiz items will come from anything and everything we cover in this course. Any information in the book, lecture materials, assigned articles and handouts, presentations, videos, etc are all fair game. Quizzes and final exams are the property of the instructor. Copying questions from an exam, quiz, etc. is an act of cheating. Plagiarism is an act of cheating. Please use references for any ideas, words, sentences, phrases, and paragraphs that you borrow from another source.
- Students requiring modifications/special accommodations should see the instructor to make appropriate arrangements as soon as possible. Please note that make-ups will be at the discretion of the instructor, when suitable documentation is available, and only in essay format. If you know you will be absent please inform the instructor ahead of time.

• **Special Instructional Accommodation**

If there are special accommodations that you require to be successful in this course, please discuss your situation with the professor. To receive accommodations for a special need or disability, students must register with the Office of Disabled Student Program and Services.

Tape recording of lectures and discussions will not be permitted without the consent of the instructor.

Disabled Students Programs & Services (DSPS):

Student Services Building, 3rd Floor (SSB 320)

(310)287-4450

dsps@wlac.edu

Hours*:

Monday and Thursday: 9:00am – 5:00pm

Tuesday and Wednesday: 9:30am – 6:30pm

Friday: 9:00am – 1:00pm

Saturday: Closed

- **Tape recording of lectures and discussions will not be permitted without the consent of the instructor.**

Assessment/Grade

Quizzes (4 x 25 pts)	100 points
Misc. Assignments	400 points
Total	500 points

ALD HTH 56
Fall 2015
1 Unit

Communication & Customer Service in Healthcare
Section (1903)

Course Grade will be assigned based on the scale:

90-100% = A

80-89% = B

70-79% = C

69 and below= F

Lower than a 70% is a non-passing grade and constitutes failing this course. A minimum grade of "C" is required to be retained in the Pharmacy Technician Program. A grade of a "C" or higher is required for credit in the "credit/no credit" grading option

Weeks 1 – 8 Case Studies