SPRINGFIELD TECHNICAL COMMUNITY COLLEGE

ACADEMIC AFFAIRS

Course Number: HSC-110   Class/Lect. Hours: 3   Lab Hours: 0   Credits: 3   Dept.: Health Science

Course Title: Communication and Professionalism in Healthcare   Semester: Fall   Year: 2018

OBJECTIVES/COMPETENCIES

Course Objectives	Competencies
1. Describe and illustrate types of communication.	Identify the characteristics and qualities of effective interpersonal communication Discuss the interrelationship between self-awareness, self-esteem and perception as these relate to communication choices and patterns Demonstrate the ability to apply self-reflection and self-appraisal processes in order to increase one's effectiveness with interpersonal communications Demonstrate the ability to correctly and consistently follow written and oral instructions Identify exmaples of active listening skills Identifiy example of written communication skills
2. Define and describe healthcare communication.	Descibe the role verbal, written, and non-verbal communication plays in the workplace. Identify the meaning and propose of a variety of non-verbal behaviors. Discuss the importance of reporting observations verses inferences. Demonstrate effective written communication skills using accurate spelling and punctuation, appropropriate parts of speech, and proper

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3. Examine the role culture, beliefs, and diversity plays in the delivery of healthcare.	grammar during completion of medical forms and reports. Articulate the importance of understanding one's own cultural background and practices, personal biases, and assumptions Articulate an understanding of the role culture plays in shaping the health belieifs and health seeking behaviors of people from different cultural or religious backgrounds Identify potentional communication barriers and challenges including the which come from miscommunication based on cultural confusion and the use of technology Discuss methods that can be used to diffuse difficult situations including escalation and noncompliance
4. Identify and distinguish the application of confidentiality requirements and the implementation of technology in healthcare practice.	Identify ways to ensure confidentiality with patient information in verbal, written and electronic format Compare and contrast different forms of current and emerging communication and diagnostic technology Compare and constrast different forms of biotechnology Review and discover the role of patient simulation in healthcare education Define terms and applications of current healthcare technologies
5. Discover and distinguish the different types of careers available in healthcare.	Idenitfy and discuss essential functions, standards and requirements for a variety of health professions Demonstrate affective behaviors and attitudes reflective of a healthcare
6. Identify and demonstrate competency in basic study, math and reading skills required of healthcare workers.	

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	worker
	Examine the history and future of healthcare.
	Discuss the impact of health literacy on health outcomes
	Examine and analyze best practices for the development of skills in:
	Study Habits
	Learning Styles
	Time Management
	Critical Thinking Skills
	Reading to learn
	Active Listening
	Test Taking
	Discover the benefits of reading and vocabulary building
	Identify and recall the utilization of basic math skills (addition, Subtraction, Multiplication and division), data analysis, decimals, percentages and ratios.