

PTHA 1325

Communication in Health Care

Spring 2015
Thursday 12:30-3:30

Faculty Information

Name: Tana Pipes
E-Mail: tpipes@odessa.edu
Phone: 432.335.6836
Office: CT 103

Office Hours

Campus Office Hours:

Monday 10:30 – 11:30
Monday – Tuesday 1:30 – 3:30
Wednesday 9:30 am - 11:30 am; 1:00 – 3:00
Friday 9:00 – 10:00

Preferred Method of Communication:

Please communicate with me via email tpipes@odessa.edu, thru voicemail @ 432-335-6836 or visit my office CT 103.

Expectations for Engagement for Instructor:

As an instructor, I understand the importance of clear, timely communication with my students. In order to maintain sufficient communication, I will

- provide my contact information at the beginning of the syllabus;
- respond to all messages within 24 hours if received Monday through Thursday, and within 48 hours if received Friday through Sunday; and,
- notify students of any extended times that I will be unavailable and provide them with alternative contact information (for me or other PTA faculty) during the time I am unavailable.

As an instructor, I understand that my students will work to the best of their abilities to fulfill the course requirements. In order to help them in this area, I will

- provide clear information about grading policies and assignment requirements in the course syllabus, and
- communicate any changes to assignments and/or to the course calendar to students as quickly as possible.

As an instructor, I understand that I need to provide regular, timely feedback to students about their performance in the course. To keep students informed about their progress, I will

- post grades for discussion postings within one week of the discussion thread closing.
- provide grades for major assignments within 2 weeks of the due date or at least 3 days before the next major assignment is due, whichever comes first.

Textbook Information and Required Hardware/Software

Textbook(s):

1. Patient/Practitioner Interaction, 5th Edition, by Davis; Slack, Inc., 2011
2. Documentation Basics, by Erickson & McKnight; Slack, 2012
3. PTHA 1325 Course Packet for Spring 2015

Websites:

See links provided on Blackboard

Methods of Presentation:

Lectures, reading assignments, videos, discussion, and outside projects and assignments.

Information About the Course

Course Description

Communication theories and principles for optimal delivery of health care. Encompasses psychosocial aspects of health care; verbal, nonverbal and written communication skills; patient-practitioner interaction, including working with diverse patient populations throughout the life span with special emphasis on the geriatric population; and concepts of the practitioner's self-esteem and self-management and their impact on the health care setting..

Course Student Learning Outcomes

Outcome	ICO
1.0 Identify the process of grieving and its impact on the patient-practitioner relationship	<i>Critical Thinking Skills</i> - to include creative thinking, innovation, inquiry, and analysis, evaluation and synthesis of information
2.0 Communicate appropriately and effectively with other members of the health care team utilizing the medical record 3.0 Communicate appropriately and effectively both verbally and non-verbally	<i>Communication Skills</i> - to include effective development, interpretation and expression of ideas through written, oral and visual communication
	<i>Empirical and Quantitative Skills</i> - to include the manipulation and analysis of numerical data or observable facts resulting in informed conclusions
4.0 Interact effectively and therapeutically with patients and their significant others	<i>Teamwork</i> - to include the ability to consider different points of view and to work effectively with others to support a shared purpose or goal
5.0 Identify the process of grieving and its impact on the patient-practitioner relationship 6.0 Identify and resolve ethical conflicts effectively	<i>Personal Responsibility</i> - to include the ability to connect choices, actions and consequences to ethical decision-making

<p>7.0 Identify the process of grieving and its impact on the patient-practitioner relationship</p> <p>8.0 Interact effectively and therapeutically with patients and their significant others</p>	<p><i>Social Responsibility</i> - to include intercultural competence, knowledge of civic responsibility, and the ability to engage effectively in regional, national, and global communities</p>
--	---

Course Prerequisites:

Prerequisites: PTHA 1201, PTHA 1405 and PTHA 1413. CoRequisites: PTHA 1321 and PTHA 1431

e.

Competencies:

- 1.0 To demonstrate competency in communicating appropriately and effectively with other members of the health care team utilizing the medical record, the student should be able to:
 - 1.1 Write legibly
 - 1.2 *Use correct spelling and proper grammar
 - 1.3 *Use appropriate terminology, abbreviations and formats
 - 1.4 Identify the content categories of medical documentation
 - 1.5 *Sort information into the correct category
 - 1.6 *Identify pertinent information for inclusion in a progress note, as well as in the initial or interim evaluation and the discharge evaluation/summary as directed by the supervising physical therapist
 - 1.7 *Organize pertinent information in a concise, logical manner and write appropriate progress notes
 - 1.8 *Identify information from the medical record that is pertinent to physical therapy
 - 1.9 *Identify patient status, problems, treatment goals and treatment plans from the physical therapist's initial evaluation
 - 1.10 *Identify pertinent updated information from the physical therapy progress notes
 - 1.11 *Describe the medical record's relationship to quality assurance in general and patient care audits specifically
 - 1.12 *Describe the relationship between proper documentation and third-party reimbursement
 - 1.13 *Identify legal ramifications of the medical record

- 2.0 To demonstrate competency in communicating appropriately and effectively both verbally and non-verbally, the student should be able to:
 - 2.1 *Identify the necessary adjustments in volume and vocabulary for effective communication with patients and their significant others as well as other health care professionals
 - 2.2 *Organize information for verbal presentation in a concise, logical manner and at a level appropriate to audience abilities
 - 2.3 *Identify the components of non-verbal communication
 - 2.4 *Identify the magnitude of non-verbal communication's impact upon the therapeutic relationship
 - 2.5 *Identify the appropriate levels of listening for health care professionals
 - 2.6 *Describe and demonstrate active listening skills
 - 2.7 *Identify blocks to communication.

- 3.0 To demonstrate competency in interacting effectively and therapeutically with patients and their significant others, the student should be able to:
 - 3.1 *Identify concepts related to the practitioner's sense of self-awareness and well-being that impact the patient-practitioner relationship
 - 3.2 *Identify and differentiate constructive versus detrimental dependence in the patient-practitioner relationship
 - 3.3 *Identify and describe physiological, psychological and socioeconomic aspects of generation, age, culture, and presence of disability that impact the provision of physical therapy
 - 3.4 *Identify and describe methods to enhance relating to various patient categories
 - 3.5 *Identify and describe methods to enhance patient education
 - 3.6 *Identify effective methods of managing emotionally laden interactions

4.0 To demonstrate competency in identifying the process of grieving and it's impact on the patient-practitioner relationship, the student should be able to:

- 4.1 *Identify and describe the five stages of grief and their components
- 4.2 *Identify methods of relating effectively to patients in each stage of grief
- 4.3 Identify past, present and future trends in the sociological context of death and dying

5.0 To demonstrate competency in identifying and resolving ethical conflicts, the student should be able to:

- 5.1 *Identify biomedical ethical principles
- 5.2 *Identify and describe sources / types of ethical conflicts
- 5.3 *Utilize methods for effective ethical conflict resolution

** Indicates integrated, core curriculum skills (math, reading, communication, technological literacy and/or critical thinking)*

Grading

Type of Assignment	Percentage/Points	Learning Objective
Test	55%	1-5
Project	10%	4 & 5
Quizzes	10%	1-5
Final Exam	25%	1-5
	100%	TOTAL

Grading Scale:

- “A” = 90-100
- “B” = 80-89
- “C” = 70-79
- “D” = 60-69
- “F” = 0-59

Students must have a grade of a C in this course to continue in the PTA program.

Student Course Participation

As a student, I understand that I am responsible for keeping up with the course. To help with this, I will

- identify alternative computer and internet access in case my primary computer crashes or my internet service is unavailable;
- recognize that the college provides free wi-fi and computer labs during regular campus hours to help me with accessing my course; and,
- understand that my instructor does not have to accept my technical issues as a legitimate reason for late or missing work if my equipment or service is unreliable.

As a student, I understand that it is my responsibility to communicate quickly with the instructor any issue or emergency that will impact my involvement with or performance in the class. This includes, but is not limited to

- getting “kicked off” of the system during tests or quizzes;
- having trouble submitting assignments; and
- dealing with a traumatic personal event.

As a student, I understand that it is my responsibility to understand course material and requirements and to keep up with the course calendar. While my instructor is available for help and clarification, I will

- seek out help from my instructor and/or from tutors;
- ask questions if I don’t understand; and
- access my course several times during the week to keep up with assignments and announcements.

As a student, I understand that I will have the opportunity to provide feedback on my experience in this course through an end-of-course Student Evaluation of Instruction (SEI).

Course Policies

Disclaimer

This syllabus is tentative and subject to change in any part at the discretion of the instructor. Any changes will be in accordance with Odessa College policies. Students will be notified of changes, if any, in a timely manner.

Original Effort

The work submitted for this course must be original work prepared by the student enrolled in this course.

Course Alignment with Industry Standards

This course is required as a component of the degree plan for an AAS in PTA. CAPTE accreditation of the PTA program can be found on the PTA Program website www.odessa.edu/dept/pta

Digital Protocol

Cell phones must be placed on either *vibrate* or *silent* mode and are to be accessed in emergency cases only. The use of laptops or any other digital device is permitted in order to facilitate learning.

For online submissions, the electronic recording of the time on Blackboard will be considered the time of assignment submission. Take necessary steps to ensure that your assignments are submitted on “Blackboard” time. Back-up and/or additional copies of all assignments submitted is encouraged. **Computers/printers are available to OC students in the LRC (301-303); therefore, not having access to a computer due to technical issues (crash; corrupted files) will not be considered as an acceptable reason for not completing assignments.** If there is a loss of server connection with Odessa College due to maintenance, then an email will be sent to students with pertinent information and status reports. Assignments submitted electronically need to follow the file-type requirements provided by the instructor.

Attendance Policy

Students are expected to attend class regularly. (provide attendance process for your class)

AVID

Multiple AVID strategies are utilized in this course, including but not limited to JigSaw, Think-Pair-Share, Quick Write, Muddiest Point.

Grade Inquiry

It is the responsibility of the student to keep track of assignment submissions and grades. At any point, you are welcome to meet with the instructor to discuss your academic progress. Contact the instructor to schedule an appointment.

Test Review Policy

Test can be reviewed at the discretion of the instructor in the instructor's office.

General Course Requirements

1. Attend class and participate.
2. Contribute and cooperate with civility.
3. **Submit assignments on time. 5% penalty on all late work Missed tests will receive 5% points docked each day following the initial test date including weekends.**

Incomplete Policy

An 'Incomplete' grade may be given only if:

1. The student has passed all completed work
2. If he/she has completed a minimum of 75% of the required coursework. A grade of an "I" will only be assigned when the conditions for completions have been discussed and agreed upon by the instructor and the student.
3. An Incomplete form is submitted

Course Schedule

Outline

I. MEDICAL RECORD

- A. Purposes
- B. Principles
- C. Forms
- D. Formats
 1. Rationale
 2. Components
 3. Writing Style
 4. Organization
- E. Quality Assurance

II. ETHICS

- A. Principles
- B. Ethical Conflicts
- C. Resolution of Ethical Conflicts

III. COMMUNICATION

- A. Verbal
 1. Vocabulary
 2. Volume
 3. Organization
- B. Non-verbal
 1. Importance

- 2. Components
 - a. Paralanguage
 - b. Body Motions
 - c. Time
 - d. Space
- C. Listening
 - 1. Levels
 - 2. Active Listening
- D. Blocks to Communications
 - 1. Sending
 - 2. Receiving

IV. PATIENT-PRACTITIONER INTERACTION

- A. Awareness of Self
 - 1. Influences
 - 2. Values
- B. Patient-Practitioner Relationship
 - 1. The Patient
 - a. Altered Role
 - b. Losses
 - c. Stigma
 - d. Privileges
 - e. Values
 - 2. The Relationship
 - a. Communication
 - b. Constructive Dependence
 - c. Detrimental Dependence
 - d. Boundaries

V. RELATING TO VARIOUS PATIENT CATEGORIES

- A. Geriatrics
- B. Other Ages
 - 1. Infancy
 - 2. Childhood
 - 3. Adolescence
 - 4. Adulthood
- C. Generational Issues
- D. Culturally Competent Patient Care
- E. People with Disabilities

VI. GRIEF PROCESS

- A. Introduction
 - 1. Terminally Ill
 - 2. Chronic Illness or Disability
 - 3. Societal Attitudes
- B. Stages of Grief
- C. Implications for Physical Therapy

VII. PATIENT EDUCATION

- A. Introduction
- B. Health Behavior
- C. Health Literacy
- D. Techniques
- E. Implications for Physical Therapy

VIII. PROFESSIONAL BURNOUT

- A. Introduction
- B. Signs and Symptoms
- C. Causes & Risk
- D. Prevention and/or Intervention

Odessa College Policies

Tuition Discounts

The “*First Course is Free*” discount waives standard tuition and fees for the first 3 credit hours taken at Odessa College. The discount applies to high school graduates taking their first class at Odessa College as well as transfer students taking their first class at Odessa College.

The “*Academic Progress Discount*” provides a 10% tuition discount upon completion of 30 credit hours until reaching 45 credit hours. It provides a 20% discount upon completion of 45 credit hours until reaching 60 credit hours. Student must maintain a 2.0 GPA to remain eligible for the discount.

Academic Policies

Note that the OC Student Handbook states (page 32) that “[i]n cases of academic dishonesty, the instructor has the authority to impose appropriate scholastic penalties. Complaints or appeals of disciplinary sanctions may be filed in accordance with the college due process procedure. Copies of the college due process procedure are available in the office of The Director of Student Life (CC104).”

For more information on your rights and responsibilities as a student at Odessa College, please refer to the following: *The 411 of OC: Student Handbook 2012-2013; Student Rights & Responsibilities*
<http://www.odessa.edu/dept/studenthandbook/handbook.pdf>

Scholastic Dishonesty

Scholastic dishonesty shall constitute a violation of these rules and regulations and is punishable as prescribed by board policies. Scholastic dishonesty shall include, but not be limited to, cheating on a test, plagiarism and collusion.

"Cheating on a test" shall include:

- Copying from another student's test paper
- Using test materials not authorized by the person administering the test.
- Collaborating with or seeking aid from another student during a test without permission from the test administrator.
- Knowingly using, buying, selling, stealing or soliciting, in whole or in part, the contents of an unadministered test.
- The unauthorized transporting or removal, in whole or in part, of the contents of the unadministered test.
- Substituting for another student, or permitting another student to substitute for one's self, to take a test.
- Bribing another person to obtain an unadministered test or information about an unadministered test.
- "Plagiarism" shall be defined as the appropriating, buying, receiving as a gift, or obtaining by any means another's work and the unacknowledged submission or incorporation of it in one's own written work.

- "Collusion" shall be defined as the unauthorized collaboration with another person in preparing written work for fulfillment of course requirements. (Source: *Odessa College Student Handbook 2012-2013, page 29-30*)

Special Populations/Disability Services/Learning Assistance

Odessa College complies with Section 504 of the Vocational Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990. If you have any special needs or issues pertaining to your access to and participation in this or any other class at Odessa College, please feel free to contact me to discuss your concerns. You may also call the Office of Disability services at 432-335-6861 to request assistance and accommodations.

Odessa College affirms that it will provide access to programs, services and activities to qualified individuals with known disabilities as required by **Section 504 of the Rehabilitation Act of 1973 and Title II of the Americans with Disabilities Act of 1990 (ADA)**, unless doing so poses an undue hardship or fundamentally alters the nature of the program or activity. Disabilities may include hearing, mobility or visual impairments as well as hidden disabilities such as chronic medical conditions (arthritis, cancer, diabetes, heart disease, kidney disorders, lupus, seizure disorders, etc.), learning disabilities or psychiatric or emotional disabilities. A student who comes to Odessa College with diagnosed disabilities which may interfere with learning may receive accommodations when the student requests them and submits proper documentation of the diagnosis. A Request for Accommodations form and guidelines for beginning the request process are available in the OC Help Center or on the Odessa College web site at <http://www.odessa.edu/dept/counseling/disabilities/index.htm>. The college strives to provide a complete and appropriate range of services for students with disabilities such as assistance with testing, registration, information on adaptive and assistive equipment, tutoring, assistance with access and accommodations for the classroom where appropriate. For information regarding services, students with disabilities should contact the Office of Disability Services in the OC Help Center located in Room 204 of the Student Union Building or call 432-335-6433. (Source: *Odessa College Catalog of Courses 2012-2013, page 52*)

Dropping a Course or Withdrawing from College

Students wishing to drop a non-developmental course may do so online using WebAdvisor, at the Wrangler Express, or Registrar's Office. A student wishing to drop a developmental course or withdraw from college should obtain a drop or withdrawal form from the Wrangler Express or the Registrar's Office. Students are encouraged to consult with instructors prior to dropping a class. Students may not completely withdraw from the college by use of the Web. Students must drop a class or withdraw from college before the official withdrawal date stated in the class schedule. Students who are part of the Armed Forces Reserves may withdraw with a full refund if the withdrawal is due to their being ordered into active duty. A copy of the student's orders must be presented to the Registrar's Office at the time of the withdrawal. For details, please contact the Office of the Registrar. **No longer attending class does not automatically constitute withdrawal from that class, nor does a student's notification to an instructor that the student wishes to be dropped. Failure of a student to complete the drop/withdrawal process will result in a grade of "F."** (Source: *Odessa College Catalog of Courses 2012-2013, page 36*)

Student Support Services and Technical Support

Blackboard Support

I can't log into my Blackboard Course, who do I contact?

Contact the Student Success Center: 432-335-6673 or online at https://www.odessa.edu/dept/ssc/helpdesk_form.htm. The SSC can provide you with your Blackboard login name. If you are not sure what your password is, they can reset your password.

I'm having a problem in my Blackboard Course, who do I contact?

For any problem that you have in your online course, always contact your Instructor first. Refer to the Instructor's Contact Information area of the Syllabus for their preferred method of contact and the expected response time.

Additional Blackboard Help Resources:

Service	Assistance Provided	Available
Blackboard Help for Students	Website with a searchable list of topics on how to navigate and use Blackboard for online courses.	Online Click here.
Blackboard On Demand Learning Center for Students	This website provides an extensive list of short tutorial videos for student activities performed in Blackboard.	Online Click here.
Blackboard Collaborate: First Time Users	If you have never used Blackboard Collaborate before, this website provides a system requirements check, configuration instructions, and training and resources area.	Online Click here.
Blackboard Collaborate: Essentials for Participants	This website provides essential information for Participants of Collaborate sessions. Any Collaborate user, whether first-time or experienced, would benefit from reviewing the information here.	Online Click here.

Student E-mail Support

How do I set up, access, or update my Odessa College Student E-mail account?

Go to this website and follow the directions on the page: <http://www.odessa.edu/gmail/>.

I can't access my student email! I forgot my password!

Contact the Student Success Center: 432-335-6673 or online at https://www.odessa.edu/dept/ssc/helpdesk_form.htm. They can provide you with assistance in accessing your

student email (created by OC) and can also assist with resetting your student email password. Make sure to have your student ID number available!

Your Blackboard login name is associated with your OC created student email account. All Correspondence for this course will be submitted using your Odessa College student email address.

**Support for Students with Disabilities
How do I contact the Office of Special Populations?**

Main Number	432-335-6861
Campus Location	SUB 204N in the Student Union Building
Email	Becky Rivera-Weiss - brivera@odessa.edu
Website	To find out more about services provided by the Special Populations office, please visit: http://www.odessa.edu/dept/counseling/disabilities/index.htm

**Learning Resources Center (LRC; Library)
How do I contact the Learning Resource Center?**

Main Number	432-335-6640
FAQ Service	LibAnswers: http://libanswers.odessa.edu
Contact a Specific OC Librarian	Pat Quintero at 432/335-6350 or pquintero@odessa.edu Donna Clark at 432/335-6645 or dclark@odessa.edu Carolyn Petersen at 432/335-6641 or cpetersen@odessa.edu
LRC Services and Guidelines Website	https://www.odessa.edu/dept/library/services/index.htm

Equipment and Services Provided:

The Murry H. Fly Learning Resources Center (LRC) supports the college's curriculum resulting in a primary emphasis on each student's individual study and research needs. The faculty and staff work with the LRC's Technical Services and Public Services Departments in choosing materials to support all college programs. More than 59,000 books, 50,000 electronic books, 350 current periodicals, 6,700 media holdings, eight newspapers, and 60 databases are available to enhance the educational process.

Equipment/Services Available	Used For	Available
Books, videos, CDs	Research	On Campus and Online
Specialized databases not available online for free	Research	On Campus and Online
Magazines, newspapers, & scholarly journals	Research	On Campus and Online
Computers	Research & word processing	On Campus

Selected textbooks for short-term use	Course work	On Campus
Trained staff	Answer "where do I find?"	On Campus and Online
Tutorials	Tips for research strategies	On Campus and Online
Photocopiers, VHS/DVD players, FAX service	For course work	On Campus
Quiet study areas	For course work	On Campus

Student Success Center (SSC) / AVID Center

How do I contact the Student Success Center?

Appointments are preferred, but walk-ins will be served as soon as possible.

Main Number	432-335-6673
Campus Location	1st floor of the Library
Website with Additional Help and Information	http://www.odessa.edu/dept/ssc/
Live Online Assistance / Chat	Click Here <i>(If no one is currently available, please put your email and question(s) in the appropriate areas of the form and hit 'send.' Your question(s) will be addressed as soon as an SSC staff member becomes available.)</i>

Equipment and Services Provided:

The purpose of the Odessa College Student Success Center is to provide assistance to students in meeting their academic and career goals. The SSC strives to continually provide new and updated resources that will empower all Odessa College students to succeed at OC and beyond.

Equipment/Services Available	Used For	Available
Tutoring by CRLA & Avid trained tutors	Understanding course work and motivation	On Campus and Online Click here for more information.
Student Information Seminars (SIS)	Demo email, Blackboard and SSC resources	On Campus and Online Click here for more information.
Study Skills	Tools needed to succeed	On Campus and Online Click here for more information.
Basic Technology	To navigate classes, email, etc.	On Campus and Online
Plato Web	Practice for TEAS test and basic math, science, etc.	On Campus and Online Click here for more

		information.
Project T.I.E.	Practice for GED/COMPASS	On Campus and Online Click here for more information.
Student Orientation/Tour	Show individual students where their classes will be. SIS presentation	On Campus
M.O.R.E. Mentoring Program	Networking, tips to navigate college life successfully	On Campus Click here for more information.
Smart thinking	Online tutoring service. Connect with an e-structor and interact with a live tutor.	Online Click here for more information.

Veterans Support

How do I contact the office for Veteran's Outreach?

Main Number	432-335-6833
Campus Location	204M (Help Center) in the Student Union Building
Email	Gloria Rangel - grangel@odessa.edu
Website	To find out more about services provided by the Veteran's Outreach office, please visit: http://www.odessa.edu/dept/counseling/veterans/index.htm