
MODULE OUTLINE – HEALTHCARE PROFESSIONAL COMMUNICATIONS (PCHP008A)

MODULE DESCRIPTION

This module reviews the basic tenets of health professional communications. It, then, provides a more in-depth examination of the applications of these tenets in the various contexts of professional practice and relationships. Specific skills are explored with regard to the means of developing them and each one's relevance to the goals of the particular health professional-patient relationship. The use of the various communication strategies and skills at points in the health professional-patient relationship are highlighted. The module also discusses communications in the context of the healthcare team as the means of enacting collaborative relational practice.

Pre-requisites: Graduation from an entry-level health profession program.

Co-requisites: None.

LEARNING OUTCOMES

Upon completion of this module, participants will be able to:

- State the basic tenets of professional communications for the health professional
- Describe the process of skills development
- Identify the relevant application of particular communication skills in particular contexts of care.
- Identify where specific communications are unhelpful and how those interactions can be improved
- Describe the use of effective communications to establish and maintain a collaborative approach in health care practice and within interdisciplinary healthcare teams
- Identify some key issues of documentary practices in healthcare communications
- Explain the benefits and pitfalls of electronic communications in the health care context

Module Hours:

4 contact hours per week, for 6 weeks.

Modes of Instruction and Learning

This module is delivered through online and blended modes of teaching and learning. This includes reading and literature search, short assignments, critiquing and providing responses to various learning

activities. The module also includes feedback and critique, provided by the education consultant, on the participant's work and progress.

Assessment and Evaluation

Participants are required to achieve a '**Mastery**' grade in all assessable components of the module in order to receive a certificate of completion. The specific criteria for success will vary with the type of assignment and are indicated in each assignment description. Generally, participants will be able to resubmit once when an assignment is deemed by the education consultant as not meeting or addressing some or all of the professional competencies. The maximum number of resubmissions allowed is two and, even then, only at the education consultant's discretion.

Assignments will be graded within a maximum of 14 days. We ask module participants to contact the office and provide a reminder if they have not heard from us by 10 days after submission of an assignment. Exceptions to these timeframes apply under unusual circumstances, such as when a participant registers for a module and then delays starting or begins the module and is then absent for an extended period of time. Additionally, participants are expected to complete and submit assignments progressively over the course of the module; it is not acceptable for a participant to suddenly submit multiple assignments over the course of one or two days. In any of these situations, the normal maximum of 14 days for return of assignments will be extended at the discretion of, and according to the needs of, the education consultant. Moreover, in the event that a participant needs to be reinstated in a module (see Attendance and Participation subsection below), return of assignments may be further delayed by any work-related travel the education consultant originally had planned in the new period.

Required Textbooks

1. Haddad, A., & Doherty, R. & Purtilo, R. (2019). *Health Professional and Patient Interaction* (9th ed.). St. Louis, MO: Elsevier.

Attendance and Participation

The deadline for completing this module is 10 weeks from the date you first log onto the module-specific site. You are expected to be working on the module and assignments on a regular basis and to indicate to the education consultant how you are progressing or if you need assistance to progress. Failure to complete this module within the deadline or to maintain regular communication for a prolonged period (30 days) could result in your being withdrawn from the online learning centre. A reinstatement fee of \$100.00 may be payable should you wish to continue with the module after this time. If you repeat the same failure to maintain communication for a **second time**, you will be required to pay another reinstatement fee of \$100.00. If you repeat the same failure to maintain communication for a **third time**, or if you are absent for a period of six months without communication (even if this is your first time failing to communicate regularly), you will have to pay the entire module and administration fees over again. Decisions in this regard are at the sole discretion of JCC Inc.

Technical Issues (Reminder)

Technical problems can arise from a number of sources in online learning programs. Participants having technical difficulties should report them to JCC Inc. as soon as possible by e-mail, fax or phone. The general Moodle site news forum or e-mail will be used to notify participants of any known issues. Please

read the news forum and check your e-mail frequently to keep aware of current conditions and issues. Participants will not be penalized for technical problems which arise from our LMS or the Server. Requests for assistance will be given priority responses.

Withdrawal & Refund Policy

In order to withdraw from continuing education at JCC Inc., all participants must provide written notice. The date upon which this written notice is received will be used to determine the amount of any potential refund based upon the following policy:

- (a) If written notice of withdrawal is received by JCC Inc. or a participant is dismissed within 7 days since the participant first logged on to the Online Learning Centre, then JCC Inc. may retain 30% of the tuition.
- (b) If written notice of withdrawal is received by JCC Inc. or a participant is dismissed after 7 days and within 21 days since the participant first logged on to the Online Learning Centre, then JCC Inc. may retain 50% of the tuition.
- (c) If written notice of withdrawal is received by JCC Inc. or a participant is dismissed at any point after 21 days since the participant first logged on to the Online Learning Centre, then JCC Inc. may retain 100% of the tuition.

***N.B.:** Notice must be received by e-mail to info@jcollinsconsulting.com by 4:00 p.m. (PST) on or before the days stated above. All administration fees are non-refundable.

All program participants are required to read the important policy documents on the JCC Moodle Online Learning Centre front page – “Before Logging In”. The URL sent to you in the registration e-mail, with your username and password, will take you to this page. These documents have important policy information and assistance with assignments. You will be subject to the policies and expectations outlined in these documents, therefore, it is critical that you read them before starting your module/course.