

HCM 3910
Communication in Health Professions
Fall 2023
3 credit hours

Instructor: Dr. Elizabeth Gill
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Virtual Office Hours: MTWR 8:30-9:30 am

Course Description: A study of the role communication plays in health professions. The course focuses on the impact of communication on patient-provider interactions and health-related outcomes. Communication skill development and communicative best practices for a variety of healthcare providers are emphasized.

Required Texts: du Pré, A. (2009). *Communicating about Health: Current Issues and Perspectives, 3rd edition*. New York: Oxford University Press.

Course Objectives:

By the end of this course students are expected to:

1. Identify the various ways that healthcare and communication reciprocally influence one another.
 2. Explain the challenges of communicating with diverse populations about health issues.
 3. Analyze the impact of the healthcare context (politically, technologically, organizationally, and interpersonally) on health-related interactions.
 4. Evaluate complex situations in terms of ethical communication practices.
 5. Implement communication skills and best practices in managing interactions in healthcare settings.
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Teaching Format

This is a technology delivered course (meaning the learning environment is completely online in D2L). It applies discussion, critical thinking and reflection. All assignments will be submitted in D2L. An integrative, collaborative, and experiential teaching and learning approach will be utilized throughout this course. The instructor is a facilitator;

one who is there to assist and provide input into the educational process. You are expected to actively engage in all aspects of the course in order to successfully meet course objectives.

Learning Modules

Navigate through D2L first to become familiar with all the course components. Students will access all assignments in the D2L learning modules. There are a total of 16 weeks/modules in the course. Modules will become accessible at 8am each Monday. Any assignments in the module (quizzes, discussion posts, papers or exams) must be completed by 7:59am the following Monday (prior to the opening of the next module).

The course will close on Thursday, December 14th at noon during final exams week.

General Expectations

- Please keep current in class. If something happens that is going to cause you to fall behind, contact me **immediately**. An extension will not be granted unless there is a serious, documented, and university-approved reason necessitating one.
- Since this is an online course, your attendance will be determined by your level of class participation and assignment completion.
- Contact me via Panthermail with any questions or concerns you have as they arise. I will do my best to respond to all queries within 24 to 36 hours.

Discussion Etiquette

Eastern Illinois University (EIU) is committed to open, frank, and insightful dialogue in all of its courses. Diversity has many manifestations, including diversity of thought, opinion, and values. We encourage all learners to be respectful of that diversity and to refrain from inappropriate commentary. Should such inappropriate comments occur, the instructor will intervene as she monitors the dialogue in the course. The instructor will request that inappropriate content be removed and will recommend university disciplinary action. Learners as well as faculty should be guided by common sense and basic etiquette. The following are good guidelines to follow:

- Never post, transmit, promote, or distribute content that is known to be illegal.
- Never post harassing, threatening, or embarrassing comments.
- If you disagree with someone, respond to the subject, not the person. Conflicts of ideas are encouraged, while conflicts of feelings are discouraged.
- Never post content that is harmful; abusive; racially, ethnically, or religiously offensive; vulgar; sexually explicit; or otherwise potentially offensive.

Course Requirements

Assignment descriptions and instructions will be available in d2l.

Quizzes (60 pts)– There will be 6 quizzes. Each quiz will consist of 5 multiple choice or true/false questions worth 2 points each. Quizzes, along with any other assignment due in each module, must be completed before 7:59am the Monday after the module opens (see attached schedule). You will have 8 minutes to complete the quiz once it has started. You may take each quiz only once. Please read the assigned chapter(s) and view available lectures in the module before taking a module quiz.

Discussion Posts (120 pts) – Your participation in the course is essential to your success. One way that participation is gauged is via your engagement with 6 course discussion posts (occurring in weeks 1, 3, 5, 7, 12, 14). A minimum of 250 words must be used to answer the questions posed for each discussion post. Your post should answer the question(s) thoughtfully and should incorporate what you have learned from relevant weekly modules.

*Discussion posts will be graded according to the following guidelines:

- Depth of analysis
- Correct use of course content
- Succinct and professional tone
- Correct spelling and grammar
- Must be at least 250 words

Healthcare Professional Shadow Experience or Interview and Paper (100 pts)

Students will connect with a healthcare professional of their choice (with instructor approval) to shadow and/or interview. This must be planned early in the semester so that appropriate approvals are secured. The goal of this assignment is for the student to observe the professional in interaction with patients/clients/colleagues or discuss the professional's communication experiences with him/her. Students will write a 4- to 6-page reflection paper discussing what they learned, and how they would emulate or change the communicative practices they observed from the provider.

Further details will be provided in d2l.

*Note that HPPA regulations are important and cannot be violated. Patient confidentiality must be upheld at all times. Patients must give consent for a student observation and patients may choose to end the observation at any point. If you are able to shadow a provider, you must abide by these regulations and discuss with the provider any other expectations or rules they may have.

Exams (3 x 100 pts): There will be three exams during the semester. Each exam will consist of 50 multiple choice and true/false questions. You may only take each exam once and you will have 75 minutes to complete it. Although you may use your textbooks, you will find that this will consume your time. Therefore, I suggest studying

and knowing the content very well before taking the exam. A review sheet is provided for each exam.

Evaluation

The grading scale is consistent with that of the University. To earn an “A” on an assignment, a student must do EXCEPTIONAL work demonstrating truly mature skills and **not merely competence**. Demonstrating competence and meeting the requirements of the assignment will earn a grade of “C.” Assignments that do not meet the requirements of the assignment cannot earn a C or higher.

Grade Summary:	
Quizzes	60 pts
Discussion Posts	120 pts
Shadow/Interview paper	100 pts
Exams (3 @ 100 pts)	300 pts
TOTAL	580 pts

Grading Scale

Grade	Percentage
A	100-90%
B	89-80%
C	79-70%
D	69-60%
F	≤ 59%

Course Policies

Student Responsibilities

Students ultimately are responsible for their learning and success in class. Reading assignments, taking notes, actively engaging in online discussions, asking questions, and consulting with the professor will help you learn and succeed. Students are responsible for all assigned reading material. **In a technology-delivered format it is essential for you to keep up with all course material and assignments. *Students must be proactive to be successful in this class!***

Plagiarism and Cheating

Plagiarism and/or cheating will result in a “0” for the exam or activity and probable failure in the course. Plagiarizing includes presenting someone else’s work as your own. Cheating includes activities such as using unauthorized materials or assistance, copying from other students, and not completing your own work.

Late Work

Late work will not be accepted. Assignments, exams, quizzes, discussion posts and papers not completed by the specified due dates will receive a zero.

Student Email Addresses

The Department of Communication Studies requires each student to use his/her university email address for any class, department, college, or university email correspondence. The university email address is used for many purposes, including accessing d2l and PAWS, receiving billing statements from the library, and receiving departmental correspondence and announcements through the undergraduate listserv. For information on how to obtain your email address or to obtain a password, please visit the following web address: <http://www.eiu.edu/~itshelp/email/index/php>.

Incompletes

Incompletes will be granted only under very stringent conditions (e.g., serious illness or accident). Students who experience an extended absence should investigate withdrawal from the university.

Academic Integrity

Students are expected to maintain principles of academic integrity and conduct as defined in EIU's Code of Conduct (<https://www.eiu.edu/deanofstudents/conductcode.php>). Violations will be reported to the Office of Student Standards.

Please also see the Discussion Etiquette section above.

Students with disabilities

If you are a student with a documented disability in need of accommodations to fully participate in this class, please contact the Office of Accessibility & Accommodations (OAA). All accommodations must be approved through OAA. Please stop by McAfee Gym, Room 1272, or call 217-581-6583 to make an appointment.

The Student Success Center

Students who are having difficulty achieving their academic goals are encouraged to contact the Student Success Center (www.eiu.edu/success) for assistance with time management, test taking, note taking, avoiding procrastination, setting goals, and other skills to support academic achievement. The Student Success Center provides individualized consultations. To make an appointment, call 217-581-6696, or go to McAfee Gym, Room 1301.

Tentative Course Schedule

Week One Aug. 21 - 28	Course Introductions Defining Health Communication	<ul style="list-style-type: none"> • Read Chapter 1 • View PowerPoint • Post in Discussion 1 by Monday, August 28, 7:59am.
Week Two Aug. 28 - Sept. 4	The History of Medicine and Health Communication	<ul style="list-style-type: none"> • Read Chapter 2 • View PowerPoint • Complete Quiz 1 by Monday, September 4, 7:59am
Week Three Sept. 4 - 11	Patient-Caregiver Communication	<ul style="list-style-type: none"> • Read Chapter 3 • View PowerPoint • Read Shadow/Interview Paper Assignment • Post in Discussion 2 (Patient-provider workshop) by Monday, September 11, 7:59am
Week Four Sept. 11 - 18	Exam 1 (covering weeks 1 through 3)	<ul style="list-style-type: none"> • Review study guide • Study and Take exam 1 by Monday, September 18, 7:59am
Week Five Sept. 18 - 25	Social Definitions of Health	<ul style="list-style-type: none"> • View PowerPoint • Post in Discussion 3 by Monday, September 25, 7:59am
Week Six Sept. 25 - Oct. 2	Caregiver perspective	<ul style="list-style-type: none"> • Read Chapter 4 • View PowerPoint • Take Quiz 2 by Monday, October 2, 7:59am • Submit Shadow/Interview plan to dropbox by Monday, October 2, 7:59am
Week Seven Oct. 2 - 9	Patient perspective and Ethics	<ul style="list-style-type: none"> • Read Chapter 5 • View PowerPoint • Post in Discussion 4 (HeLa Cells) by Monday, October 9, 7:59am
Week Eight Oct. 9 - 16	Social Support	<ul style="list-style-type: none"> • Read Chapter 7 • View PowerPoint • Take Quiz 3 by Monday, October 16, 7:59am
Week Nine Oct. 16- 23	Exam 2	<ul style="list-style-type: none"> • Review study guide • Study and Take exam 2 by Monday, October 23, 7:59am
Week Ten Oct. 23 - 30	Intercultural Communication	<ul style="list-style-type: none"> • Read Chapters 6 & 8 • View PowerPoint • Take Quiz 4 by Monday, October 30, 7:59am

Week Eleven Oct. 30 - Nov. 6	Aging	<ul style="list-style-type: none"> • View PowerPoint • Take Quiz 5 by Monday, November 6, 7:59am
Week Twelve Nov. 6 - 13	Health Literacy	<ul style="list-style-type: none"> • View PowerPoint • Post to Discussion 5 by Monday, November 13, 7:59am
Week Thirteen Nov. 13 - 20	Shadow/Interview papers due	<ul style="list-style-type: none"> • Submit Papers to dropbox by Monday, November 20, 7:59am
Week Fourteen Nov. 20 - 27	No Course Content – Happy Thanksgiving!	
Week Fifteen Nov. 27 – Dec. 4	E-health, mhealth, telemedicine	<ul style="list-style-type: none"> • Review Chapter 3 • View PowerPoint • Post to Discussion 6 by Monday, December 4, 7:59am
Week Sixteen Dec 4- 11	Mediated healthcare messages	<ul style="list-style-type: none"> • Read Chapter 11 • View PowerPoint • Take Quiz 6 by Monday, December 11, 7:59am
Final Exam Week Dec. 11 - 14	Final Exam (Exam 3)	<ul style="list-style-type: none"> • Review study guide • Study and Final Exam by Thursday, December 14th at noon