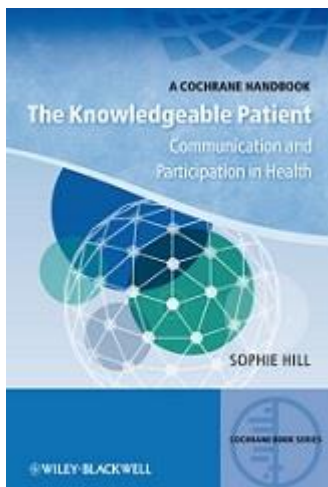


	Central Christian College of Kansas
Title:	Patient Communication and Service Excellence
Credits:	3
Prerequisites:	No
Description:	This course emphasizes respectful communication interactions in a wide range of healthcare settings. Strategies for effectively communicating with patients of all ages, as well as abusive, depressed and impaired patients, are illustrated through examples and various scenarios. The course helps students focus on developing self-awareness and relationship skills.

**Upon successfully completing this course, students will be able to:**

- Communicate effectively with different patient populations and their families such as infants, children, adolescents, and adults.
- Understand the components of effective communication.
- Explore the development and sustainment of successful relationships in health care.
- Describe the dynamics and impact of the health care worker and patient relationship.
- Communicate effectively in special circumstances.

	<p>Hill, S. (2011). <i>The knowledgeable patient: Communication and participation in health</i>. (1st ed.). Hoboken, NJ: Wiley-Blackwell.</p> <p>ISBN-10: 1444337173 ISBN-13: 978-1444337174</p>
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Topic	Readings	Assignments
Creating a Context of Respect	<i>The Knowledgeable Patient</i>  Chapter 1 Chapter 2	Pre-Test Plagiarism Certification Discuss Apply

	Chapter 4 Chapter 6	Wk1 Evaluation
Topic	Readings	Assignments
Respect for Yourself & the Patient's Situation	<i>The Knowledgeable Patient</i>  Chapter 3 Chapter 11 Chapter 12	Discuss Apply Wk2 Evaluation
Topic	Readings	Assignments
Respect through Communication	<i>The Knowledgeable Patient</i>  Chapter 8 Chapter 9 Chapter 10 Chapter 18	Discuss Apply Wk3 Evaluation
Topic	Readings	Assignments
Respectful Interaction	<i>The Knowledgeable Patient</i>  Chapter 16 Chapter 17	Discuss Apply Wk4 Evaluation

Topic	Readings	Assignments
Some Special Challenges	<i>The Knowledgeable Patient</i>  Chapter 5 Chapter 7 Chapter 14	Discuss Apply Wk5 Evaluation
Topic	Readings	Assignments
Respectful Interaction Across the Life Span	<i>The Knowledgeable Patient</i>  Chapter 13 Chapter 15	Discuss Final Paper/Project Post-Test

**Assessments      Number Points Each      Total**

Discussion	6	50	300
Apply Assignments	5	50	250
Evaluations	5	60	300
Pre-test	1	5	5
Post-test	1	5	5
Final Paper/Project	1	140	140
Total			1000

Students are expected to post in the discussion board a minimum of three separate posts and three separate post dates per discussion thread. The three posts for each thread must include:

- One "initial" post in response to the instructor's question (or stated assignment) no later than Thursday of each course week.
- Two "follow up" posts in response to at least one classmate by Sunday 11:59 p.m. CT of each course week.

The initial response to a discussion question should substantively demonstrate familiarity with the content of the question. The response should be 150-200 words in length. To ensure the discussion is a collective and focused exploration of the topic in the question, the discussion thread should remain focused on the question.

The timing of responses is important since other students are dependent on your postings in order to fully develop the discussion and to post "follow up" discussion entries. Responses should occur in the week the discussion question is posted for reply. Preparation for the response is encouraged to ensure a thoughtful and well-founded contribution to the discussion.

Each learner is expected to both respond initially (by Thursday each week) to the discussion question or assignment instruction posted by the instructor/facilitator each week and make at least two follow-up responses to other learners' postings in the discussion thread by the end of the week (Sunday at 11:59pm). The purpose is to ensure an informed and thoughtful dialogue focused on the topic.

**Initial Response (Standard Posting Requirements)**

<b>0 Points</b>	<b>1-2 Points</b>	<b>3-4 Points</b>	<b>5 Points</b>
No initial response posted.	Initial response is superficial (less than 100 words), and/or posted after Thursday at 11:59 p.m. CT.	A substantive initial response is posted prior to Thursday at 11:59 p.m. CT that contains 100-149 words.	A substantive initial response is posted prior to Thursday at 11:59 p.m. CT that includes at least 1 reference to course material or another reliable source (150 words or more).

**Initial Response (Quality of Content)**

0 Points	1-2 Points	3-4 Points	5 Points
Response is irrelevant to the question and does not add to the intent of the discussion.	Response addresses the question, but lacks depth or goes off topic.	Response addresses the question, though greater reflection or development of thought would be helpful.	Response addresses the question, is reflective, and represents a substantive contribution to the discussion.

**Follow-Up Posts**

0 Points	1-2 Points	3-4 Points	5 Points
No follow-up posts made.	Follow-up posts do not provide sufficient analysis or synthesis of the discussion.	Follow-up posts demonstrate an appreciation for the input of others and add to the discussion.	Follow-up posts elaborate on the comments of others and add to the discussion with further analysis and synthesis.

**Mechanics**

0 Points	1-2 Points	3-4 Points	5 Points
Posts lack any organization and/or contain multiple errors in spelling or mechanics.	Posts are somewhat organized, but interrupted by significant errors in spelling and mechanics.	Posts could benefit by a bit more organization and attention to mechanical details.	Posts are clear and formatted in a way that is easy to read, free from spelling and mechanical errors.

**Frequency of Participation**

0 Points	1-2 Points	3-4 Points	5 Points
No participation in discussion.	All posts made on the same day.	Posts made on 2 different days.	Posts made on 3 (or more) different days.

**Apply**

There are 5 application assignments in this course - one each in weeks 1-5. These are designed so you apply the knowledge and skills you learn during the week.

**Introduction**

Absent	Needs Improvement	Proficient
There is no introduction to the paper. <i>(0 points)</i>	There is an introduction, but it does not introduce the topic, its importance, and/or alert readers to the structure of the discussion of your ideas. <i>(5 points)</i>	There is an introduction that introduces the topic, its importance, and it alerts readers to the structure of the discussion of your ideas. <i>(7 points)</i>

**Body (Use of Course Terms and Concepts)**

**Absent****Needs Improvement****Proficient**

No course terms and concepts were used. <i>(0 points)</i>	Some of the course terms and concepts were used inappropriately or key terms and concepts were missing from the discussion. <i>(15 points)</i>	All of the relevant course terms and concepts were present and used appropriately in the discussion. <i>(20 points)</i>
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**Conclusion****Absent****Needs Improvement****Proficient**

There is no conclusion to the paper. <i>(0 points)</i> .	There is a conclusion, but it does not synthesize the main ideas of the paper, and/or provides implications for research and/or practice. <i>(6 points)</i>	There is a conclusion that synthesizes the main ideas of the paper, and/or provides implications for research and/or practice. <i>(8 points)</i>
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**Writing Mechanics (e.g. Spelling, Grammar, etc.)****Absent****Needs Improvement****Proficient**

The paper had severe problems with spelling, grammar, etc. errors. (0 points)	The paper had some spelling, grammar, etc. errors. (3 points).	The paper had very minimal spelling, grammar, etc. errors. (5 points).
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**Format (e.g., length, font size, margins, in-text citations and reference list in APA style)****Absent****Needs Improvement****Proficient**

The paper did not meet the minimum format requirements. (0 points)	The paper met some of the format requirements. (7 points)	The paper met all format requirements. (10 points)
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**Pre/Post-Tests**

There is a pre and a post test in this course. The pre-test is scheduled for the first week of classes. The post test is scheduled for the last week of classes. While the actual score for both the pre and the post test do not get configured into your grade, you will earn 5 participation points for the submission of each. The pre and post tests should be taken seriously as they provide important feedback on your learning outcomes. This information is used to continuously improve the course.

**Weekly Evaluations**

There are five evaluations in this course - one each in weeks 1-5. The evaluations will cover the knowledge and skills discussed in the course.

**Final Project**

Your final submission for this course will be a reflection paper that includes your response to a provided case. The case is outlined in the following tab.

You are consulting with a local group of health care organizations. They work together in a relatively small community to provide a primary care clinic, a specialty clinic and a community hospital. They have asked that you provide them with a training program outline that will prepare their employees to deliver service excellence. This will be a one-day workshop. Please identify a model for patient communications and service excellence that you would recommend and describe how you would approach the one-day program intended to develop a consistent approach across the community to improve patient communications and service excellence.

Use at least one resource from the MGMA or the American College of Health Care Executives in your paper.

### Format Requirements

<b>Document Type</b>	MS Word
<b>Paper Size</b>	8.5 X 11"
<b>Length</b>	3-5 pages (not including tables, spreadsheets, etc.)
<b>Margins</b>	1"
<b>Font</b>	Times or Times New Roman, 12 pt.
<b>Line Spacing</b>	Double. No extra double space between paragraphs please.
<b>In-text Citations &amp; Reference List Style</b>	APA
<b>Paper Structure</b>	<ul style="list-style-type: none"> <li>• Introduction</li> <li>• Body</li> <li>• Conclusion</li> <li>• References</li> </ul>
<b>File Naming Convention</b>	LastNameFirstName_FinalPaperProject Example: DoeJohn_FinalPaperProject

### Ratings

Criteria	Absent	Needs Improvement	Proficient
Introduction	There is no introduction to the paper. <i>(0 points)</i>	There is an introduction, but it does not introduce the topic, its importance, and/or alert readers to the structure of the discussion of your ideas. <i>(25 points)</i>	There is an introduction that introduces the topic, its importance, and it alerts readers to the structure of the discussion of your ideas. <i>(35 points)</i>
Body (Use of Course Terms and Concepts)	No course terms and concepts	Some of the course terms and concepts were used inappropriately or key	All of the relevant course terms and concepts were

	were used. ( <b>0 points</b> )	<p>terms and concepts were missing from the discussion. (<b>65 points</b>)</p> <hr/> <p>Student did not address the prompt/instructions correctly. (<b>55 points</b>)</p>	present and used appropriately in the discussion. ( <b>90 points</b> )
Conclusion]	There is no conclusion to the paper. ( <b>0 points</b> )	There is a conclusion, but it does not synthesize the main ideas of the paper, and/or provides implications for research and/or practice. ( <b>25 points</b> )	There is a conclusion that synthesizes the main ideas of the paper, and/or provides implications for research and/or practice. ( <b>35 points</b> )
Writing Mechanics (e.g. Spelling, Grammar, etc.)	The paper had 10 or more spelling, grammar, etc. errors. ( <b>0 points</b> )	The paper had 5-10 spelling, grammar, etc. errors. ( <b>15 points</b> )	The paper had very minimal spelling, grammar, etc. errors. ( <b>20 points</b> )
Format (e.g., length, font size, margins, in-text citations and reference list in APA style)	The paper did not meet the minimum format requirements and/or no APA citation. ( <b>0 points</b> )	<p>The paper met some of the format requirements and/or the student needs to review proper APA citation. (<b>15 points</b>)</p> <hr/> <p>The paper met some of the format requirements and/or no in-text citation was used. (<b>10 points</b>)</p>	[The paper met all format requirements and APA requirement. ( <b>20 points</b> )