TAFTCOLLEGE

Dental Hygiene (DNTL) 3015 Multicultural Awareness within Healthcare (3 Units) CSU

Prerequisite: Admission to the Dental Hygiene completion program

Hours and Units Calculations:
48 hours lecture. 96 Outside of class hours. (144 Total Student Learning Hours) 3 Units

Catalog Description: Examines the principles of community health, socioeconomic status and personal bias. Focuses on health communication and multicultural topics unique to the dental and medical fields. Builds on knowledge of ethics, basic and dental sciences, and clinical dental hygiene practice. Topics include intercultural communication; health literacy; cultural literacy; interpersonal, small group, electronic, and nonverbal communication; listening; persuasion, caring for limited English proficient people; and working with interpreters.

Type of Class/Course: Degree Credit

Textbooks:
Wright, Kevin B., et al. *Health Communication in the 21st Century*, Wiley-Blackwell, 2nd ed., 2012.
Pagano, Michael. *Interactive Case Studies in Health Communication*. Jones & Bartlett Learning, 2009.

Additional Required Materials: N/A

Course Objectives:
By the end of the course, a successful student will be able to:
1. Understand the importance and value of communication competence in healthcare.
2. Apply cultural theories in interpersonal and group relationships.
3. Identify and create health education resources for low literate people.
4. Cite the factors of non-verbal communication when working with English Limited Proficiency patients and using interpreters.
5. Analyze the importance of listening skills in the healthcare environment using evidence based literature.
6. Apply knowledge of major areas to interpersonal communication studies in a healthcare setting for diverse populations.
7. Develop patient appropriate materials to explain the concepts of patient privacy, patient rights, and finding reliable information about health topics.

Course Scope and Content:

Unit I   Introduction to the course and the Health Communication field
                A. Communication axioms

B. Advantages of competent communication in healthcare
C. Patient-centered care
D. Therapeutic communication

Unit II   Intercultural communication
A. Characteristics of culture
B. Cultural self-awareness
C. Cultural principles from the Communication field
D. Cultural principles from the Nursing field
E. Intercultural communication principles in practice
F. Highlights of health beliefs and practices in specific cultures
G. Disparities in healthcare

Unit III   Health literacy
A. Fundamentals of literacy, health literacy and oral health literacy
B. Numeracy
C. Plain language
D. Readability of patient education materials
E. Translation and interpretation in healthcare
F. Working with interpreters
G. Caring for low health literate people
H. Caring for English learners

Unit IV   Nonverbal communication
A. Principles and importance of nonverbal communication in healthcare
B. Areas of nonverbal communication:
      a. Appearance
      b. Olfactics (smell)
      c. Chronemics (use of time)
      d. Paralanguage (vocal expression)
      e. Kinesics (body movements)
      f. Haptics (touch)
C. Cultural awareness in nonverbal communication

Unit V   Listening and persuasion
A. Importance of listening in healthcare
B. Fundamentals of listening
C. Listening to diverse people
D. Ethics of persuasion
E. Fundamentals of persuasion
F. Persuasion in healthcare

Unit VI   Interpersonal communication
A. Models, principles and elements of interpersonal communication
B. Relationship development
C. Clear personal expression
D. Conflict in interpersonal communication

Unit VII   Small group communication
- A. Fundamentals of group dynamics
- B. Leadership
- C. Followership
- D. Discussion
- E. Problem solving
- F. Influence of culture on small group communication

Unit VIII   Electronic communication in healthcare
- A. Using the internet, email, texting, and social media in healthcare
- B. Patient privacy and security
- C. HIPAA and electronic health records
- D. Disparities in electronic health communication
- E. Teaching patients how to find reliable health information online

Unit IX   Interviewing in healthcare
- A. Patient interviewing
- B. Interviewing difficult people
- C. Overview of motivational interviewing
- D. Interviewing people of different cultures
- E. Job interviewing

Learning Activities Required Outside of Class

The students in the class will spend a minimum of 6 hours per week outside of the regular class time doing the following:

1. Read from relevant textbooks, peer-reviewed journals, and current periodicals, approximately 50-100 pages per week
2. Find and evaluate patient education resources appropriate for diverse people
3. Use Plain Language principles to revise a health education passage so that it is readable by diverse people. Write a 2-page paper on the process and report to the class
4. Final assignment/term project: work with a small group to prepare and present a presentation on the health practices of a given culture

Methods of Instruction

1. Lecture
2. Discussion
3. Individual and collaborative activities
4. Research and writing assignments

Methods of Evaluation

1. Weekly quizzes and final exam
2. Class participation
3. Two presentations/oral reports
4. Weekly writings regarding class assignments and activities in a Reflection Journal

Supplemental Data:

TOP Code:	124020: Dental Hygienist
SAM Priority Code:	B: Advanced Occupational
Distance Education:	Not Applicable
Funding Agency:	Y: Not Applicable (funds not used)
Program Status:	1: Program Applicable
Noncredit Category:	Y: Not Applicable, Credit Course
Special Class Status:	N: Course is not a special class
Basic Skills Status:	N: Course is not a basic skills course
Prior to College Level:	Y: Not applicable
Cooperative Work Experience:	N: Is not part of a cooperative work experience education program
Eligible for Credit by Exam:	NO
Eligible for Pass/No Pass:	NO
Taft College General Education:	NONE
Discipline:	Dental Technology or Health or Psychology or Sociology or Ethnic Studies or Communications