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Date Reviewed: May 2024
C & GE Approved: May 2024
Board Approved: June 2024
Semester Effective: Fall 2025

Medical Assisting (MEDA) 1102 Communication in Healthcare (2 Units)

Prerequisite: Admission to the Taft College Medical Assisting Program

Co-Requisite: None

Advisory: Eligibility for ENGL 1500 or 1501, completion of BIOL 2250, and a transfer level math course are strongly recommended.

Hours and Unit Calculations:

32 hours lecture. 64 Outside-of-class hours (96 Total Student Learning Hours) 2 Units

Catalog Description: This course is designed to prepare the student to recognize human behaviors and communicate effectively with clients and other healthcare professionals in the workplace. Topics include verbal and nonverbal communication techniques, listening skills, therapeutic communication skills, professionalism, and communicating with other health professionals.

Type of Class/Course: Degree Credit

Text: Roe, S., & Rhine Marshall, J. (2024). *Health science: Concepts and applications* (2nd ed.). Goodheart-Wilcox.

O'Toole, G. (2020). *Communication, core interpersonal skills for healthcare professionals* (4th ed.). Elsevier.

Course Objectives:

At the end of the course, a successful student will be able to

1. Identify styles of verbal communication.
2. Identify non-verbal communication.
3. Recognize communication barriers and identify techniques for overcoming communication barriers.
4. Identify subjective and objective information from a patient.
5. Communicate effectively and professionally with patients and other healthcare professionals based on the subject matter or need.
6. Use written communication tools as well as verbal communication with patients and other healthcare professionals.

Student Learning Outcomes:

1. Compare styles of verbal communication as well as analyze non-verbal communication techniques in a healthcare environment.
2. Evaluate several types of communication barriers that may impede services in healthcare.
3. Differentiate between subjective and objective information between patients and healthcare professionals.
4. Analyze elements of fundamental writing skills and identify resources and adaptations

that are required based on individual patient needs.

Course Scope and Content:

Unit I. Elements of Communication

- A. Message
- B. Encoding
- C. Decoding
- D. Environment
- E. Feedback
- F. Channel
- G. Interference
- H. Sender
- I. Receiver
- J. Context

Unit II. Understanding Human Behavior

- A. Lifespan Development
- B. Social Norms
- C. Interpersonal Relationships
- D. Politics
- E. Cognitive Behavior
- F. Physiological Behavior
- G. Economic Behavior
- H. Ecological Behavior
- I. Maslow's Hierarchy of Needs

Unit III. Types of Communication

- A. Nonverbal
- B. Interpersonal
- C. Verbal
- D. Formal
- E. Visual
- F. Mass
- G. Written
- H. Informal
- I. Intrapersonal
- J. Asynchronous
- K. Synchronous
- L. Metacommunication

Unit IV. Improving Communication Skills

- A. Listening skills
- B. Empathy
- C. Nonverbal Communication Skills
- D. Interpersonal Skills
- E. Teamwork
- F. Active Listening
- G. Control of Emotions
- H. Feedback
- I. Public Speaking

- J. Therapeutic Communication Skills
- K. Written communication Skills
- L. Professionalism

Unit V. Communicating with Coworkers

- A. Communicating the Right Way
- B. Prioritizing Two-Way Communication
- C. Building Your Communication Skills
- D. Embracing the Uniqueness of Each Employee
- E. One-on-one Interactions
- F. Team Meetings
- G. Team Building
- H. Showing Appreciation
- I. Conflict Resolution

Unit VI. Stress

- A. Signs of Stress
- B. Recharge
- C. Time Management
- D. Work-Life Balance
- E. Dealing with Negative Thoughts
- F. Support Network
- G. Self-Care

Learning Activities Required Outside of Class:

The students in this class will spend a minimum of 4 hours per week outside of regular class time doing the following:

1. Reading Assignments
2. Writing Assignments
3. Watching Videos

Methods of Instruction:

1. Lecture
2. Discussion
3. Videos

Methods of Evaluation:

1. Exams/Quizzes/Tests
2. Projects
3. Homework
4. Assignments
5. Online exercises

Laboratory Category: None; N/A

Supplemental Data:

TOP Code:	1208.00 Medical Assisting
SAM Priority Code:	C: Clearly Occupational
Distance Education:	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
Discipline:	Healthcare Ancillaries