

LINN BENTON COMMUNITY COLLEGE
CURRICULUM REVIEW: JANUARY 22, 2016

Course Name

CMA 110 “Medical Office Communications”

Percentage of Materials that are Open Educational Resource

Approximately 80% of course materials have been created by Linn Benton and considered OER. Linn Benton has obtained permission for all non-OER materials, most of which contain permission through a Creative Commons license, so those materials are already in the public domain. The textbook being used is proprietary and obtained through Flat World Knowledge.

Course Outcomes and Assessments Used

CMA 110 has 25 stated course outcomes:

1. Use language/verbal skills that enable patients’ understanding
2. Identify styles and types of verbal communication
3. Identify nonverbal communication
4. Recognize communication barriers
5. Identify techniques for overcoming communication barriers
6. Recognize the elements of oral communication using a sender-receiver process
7. Differentiate between subjective and objective information
8. Identify resources and adaptations that are required based on individual needs, i.e., culture and environment, developmental life stage, language, and physical threats to communication
9. Recognize elements of fundamental writing skills
10. Discuss the role of assertiveness in effective professional communication
11. Differentiate between adaptive and non-adaptive coping mechanisms
12. Use reflection, restatement and clarification techniques to obtain a patient history
13. Report relevant information to others succinctly and accurately
14. Compose professional/business letters
15. Respond to nonverbal communication
16. Advocate on behalf of patients
17. Demonstrate empathy in communicating with patients, family and staff
18. Apply active listening skills
19. Use appropriate body language and other nonverbal skills in communicating with patients, family, and staff
20. Demonstrate awareness of the territorial boundaries of the person when communicating
21. Demonstrate sensitivity appropriate to the message being delivered
22. Demonstrate awareness of how an individual’s personal appearance affects anticipated responses
23. Demonstrate recognition of the patient’s level of understanding in communications
24. Analyze communications in providing appropriate responses/feedback
25. Recognize and protect personal boundaries in communicating with others Demonstrate respect for individual diversity, incorporating awareness of one's own biases in areas including gender, race, religion, age, and economic status

The CMA 110 course is divided into credit units. The first credit unit contains four modules, with each module assessing competency through testing that requires the student to successfully complete applied activities. In addition, modules have “self-check” points, which are quizzes that contain questions tied to textbook lessons and readings.

The first module identifies styles and types of communication and assesses the student’s knowledge of foundational communications. The second module focuses on sender-receiver communication and ways to overcome communication barriers. The third module concentrates on audiences and ways understand the communicator’s audience. The fourth module covers non-verbal communication.

All four modules have assessments that interactively require the student to demonstrate proficiency of the concepts taught in the modules. Assessments are applied in nature and require the student to demonstrate facets of the communication materials being taught. A final assessment at the end of the four modules comprehensively evaluates the student’s competency and understanding of all concepts through a written quiz.

The second credit unit contains two modules, with each module assessing competency through testing that requires the student to successfully complete a battery of activities. The first module builds on the communication foundation learned in the first credit unit and is focused on healthcare business communications concepts. The second module builds off module one by providing the student with communications and writing concepts related to healthcare.

Both modules have assessments that interactively require the student to demonstrate proficiency of the concepts taught in the modules. A final assessment at the end of the two modules comprehensively evaluates the student’s competency and understanding of all concepts through administration of a quiz.

The third credit unit contains four modules, with each module assessing competency through testing that requires the student to successfully complete a battery of activities. The third credit unit is more targeted at integrating communications concepts with “soft skills” development and application in the healthcare environment. The first module is centered on the notion of empathy and how to communicate with patients and others while serving as an advocate, when appropriate. The second module focuses on crisis communications in the healthcare environment. The third module builds off modules one and two and incorporates the notion of diversity and ability to communicate while serving people of different cultures and backgrounds. The fourth module focuses on group communications and the ability to function as a member of a team—an important concept in today’s work settings.

All modules have assessments that interactively require the student to demonstrate proficiency of the concepts taught in the modules. Proficiency is demonstrated using various project-based exercises that include concepts taught in lessons and readings. A final assessment at the end of the modules comprehensively evaluates the student’s competency and understanding of all concepts through administration of a quiz.

Teaching Methods

CMA 110 is taught online. Teaching methods include the use of videos, articles, an online text book and practice exercises that students can conduct on their own time.

Industry Standards and the Course

The CMA 110 course is not designed to embed particular industry standards; however, communications concepts are integrated into competencies necessary in a healthcare setting.