



## **COURSE SYLLABUS**

### **COURSE INFORMATION**

Course: Human Relations for Healthcare Professional

Credits: Lecture Hours 2 Lab. Hours 0 Credit Hours 1

Prerequisites: None

Co-requisites: None

Class Time(s): Fridays 8:00 a.m. – 9:50 a.m.  
Room HP 210 for 8 weeks – Class concluding December 15th (Final)

### **COURSE DESCRIPTION**

This course includes fundamental principles related to human relations. Basic psychological and developmental theorists, factors that influence behavior, professional attitudes and behavior, self-improvement, and communication in the health care setting are emphasized.

### **INSTRUCTOR INFORMATION**

Instructor: Megan Massner, CMA(AAMA), CCC, CPC

Office Location: Health Professions Building 204K

Office Hours: Tuesday & Thursday 2-4 pm

Phone Number: 319-208-5203

Email: mmassner@scciowa.edu

### **COURSE MATERIALS**

Textbooks Required: Human Relations for the Health Professions – 6<sup>th</sup> Ed. McGraw-Hill  
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## **COURSE CONTENT**

Upon completion of this course, the student should be able to:

1. State the basic principles of universally recognized psychological and developmental theorists.
2. Identify hereditary, cultural and environmental influences on behavior. Identify abnormal behaviors in patients.
3. Identify principles of communication.
4. Describe how personal attributes impact work place dynamics.

### **Assessment Matrix**

<b>Standard</b>	<b>Exam</b>	<b>Exercises Case Studies Research Paper/Outline</b>	<b>Assignment</b>
<b>1</b>	<b>X</b>	<b>X</b>	<b>X</b>
<b>2</b>	<b>X</b>	<b>X</b>	<b>X</b>
<b>3</b>	<b>X</b>		<b>X</b>
<b>4</b>	<b>X</b>		<b>X</b>

***Cognitive Essentials:** Entry level cognitive course objectives to be obtained in the Medical Assistant Program are in compliance with the “Core Curriculum for Medical Assistants as defined by the Medical Assisting Education Review Board (MAERB)” Curriculum Plan. Students must attain 70% in the cognitive portion of MAP 431.*

1. *Identify styles and types of verbal communication V.C.1*
2. *Identify nonverbal communication V.C.2*
3. *Recognize communication barriers V.C.3*
4. *Identify techniques for overcoming communication barriers V.C.4*
5. *Recognize the elements of oral communication using a send-receiver process V.C.5*
6. *Relate the following behaviors to professional communication: assertive, aggressive, passive V.C.14*
7. *Differentiate between adaptive and no-adaptive coping mechanisms V.C.15*
8. *Discuss the theories of Maslow, Erikson, and Kubler-Ross. V.C. 17*
9. *Discuss examples of diversity: cultural, social, ethnic. V.C.18*
10. *Define the principles of self-boundaries. V.C.11*

**Psychomotor Essentials:** Entry level competencies for the Medical Assistant Program are in compliance with the “Core Curriculum for Medical Assistants as defined by the Medical Assisting Education Review Board (MAERB)” Curriculum Plan. Students must achieve at least 85% in each competency portion of MAP 431.

1. Use feedback techniques to obtain patient information including: reflection, restatement, clarification. **V.P.1**
2. Respond to nonverbal communication. **V.P.2**
3. Coach patients appropriately considering: cultural diversity, developmental life stage, and communication barriers. **V.P. 5**

**Affective Essentials:** Entry level affective course objectives to be attained in the Medical Assistant Program are in compliance with the “Core Curriculum for Medical Assistants as defined by the Medical Assisting Education Review Board (MAERB)” 2015 Curriculum Plan. Students must attain 70% in the affective portion of MAP 431.

1. Demonstrate: empathy, active listening, and nonverbal communication. **V.A.1**
2. Demonstrate the principles of self-boundaries. **V.A.2**
3. Demonstrate respect for individual diversity including: gender, race, religion, age, economic status, appearance. **V.A.3**

## **GRADING POLICY**

**A = 90-100%**

**B = 89-80%**

**C = 79-70%**

**D = 69-60%**

**F = 0-59%**

## **Total Course Points = 220\*\***

\*\*Total points and distribution may change at the discretion of the instructor.

**Exam Total:** 130 points\*\*

**Assignments,  
Exercises,  
Case Studies:** 80 points\*\*

**Quizzes:** 10 points\*\*

**No extra credit will be given.**

## TEACHING METHODS

Lecture, class discussion, and small group discussion will be frequently used, with opportunities for students to apply content through role playing, written assignments, research, and written exams and quizzes.

## ATTENDANCE POLICY

One of the qualities health care employers seek is dependability and reliability. In order to help you achieve this goal the following attendance policy will be in effect for this course:

- A. Although the college does not require you to attend every class in order to pass your courses, you are accountable for your performance of, on schedule, all the tasks necessary to fulfill the quality standards of the course. A part of the performance may occur in the classroom. Therefore, in order to fulfill those particular quality standards, your attendance in class is necessary. Many studies show that students who attend class regularly encounter far less difficulty mastering subject areas than students who miss a significant amount of class time. Remember it is **YOUR RESPONSIBILITY** to complete all class work even if you have been absent.
- B. **Absences:** Roll call will be taken at the beginning of each class session. If it is absolutely necessary that you be absent from class, it will be your responsibility to inform me by e-mail or voice mail at least one hour prior to class in order for you to makeup an exam. This is also called professionalism and communication.
- C. **Tardiness:** Walking into class after a lecture, discussion, exam, or quiz has begun is disruptive to classmates and the instructor; therefore, please arrive on time. A student who arrives more than 5 minutes late for class during a quiz or exam without prior notification to the instructor will not be allowed to take the quiz or exam at that time and will be asked to step out of the classroom until the activity has been completed.
- D. A pattern of excessively missed class sessions may result in disciplinary action for program students and/or notification of absences to Enrollment Services/Financial Aid. Please read the attendance policy in your program handbook for further clarification.

## DROP/WITHDRAWAL DATES

Contact Enrollment Services prior to date or go to the SCC websites Current Student home page.

## **SERVICES FOR STUDENTS WITH DISABILITIES**

It is the policy of SCC to comply with the access provisions of the state and federal civil rights legislation for persons with disabilities. Southeastern offers reasonable accommodations to encourage and ensure that persons with disabilities have equal access to education. Through disability services, accommodations are made available to qualified students with a documented disability. It is the recommendation of the Disability Services Coordinator that students contact the office as soon as possible to self-identify early so that they can work together to determine eligibility, identify issues and get reasonable accommodations in place. Each individual's needs and abilities are evaluated in accordance with ADA. To be eligible the student can forward the Disability Student Intake application and documentation of his/her disability to the Disability Services Coordinator. This information can be obtained from the Disability Services Coordinator and/or from the Disability Services Manual that is located at the webpage <http://www.scciowa.edu/academics/disserv.aspx>

The Student Intake Application is on pages 25-27 and the Medical Professional Guidelines for Verifying a Disability are on page 31-33. You can self-report at any time to the Disability Services Coordinator, but it is strongly encouraged that you have everything that you need in place and ready when you begin classes at the start of each semester. For further information or to arrange for accommodations, call 319-208-5167.

## **NON-DISCRIMINATION STATEMENT**

It is the policy of Southeastern Community College not to discriminate on the basis of race, color, national origin, sex, disability, age, sexual orientation, gender identity, creed, religion, and actual or potential parental, family or marital status in its programs, activities, or employment practices as required by the Iowa Code §§ 216.6 and 216.9, Titles VI and VII of the Civil Rights Act of 1964 (42 U.S.C. §§ 2000d and 2000e), the Equal Pay Act of 1973 (29 U.S.C. § 206, et seq.), Title IX (Educational Amendments, 20 U.S.C. §§ 1681 – 1688), Section 504 (Rehabilitation Act of 1973, 29 U.S.C. § 794), and Title II of the Americans with Disabilities Act (42 U.S.C. § 12101, et seq.).

Individuals having questions or complaints related to compliance with this policy should contact Tina Young, Title IX / Equity Coordinator, Southeastern Community College, 1500 W. Agency Road, West Burlington, IA 52655, phone number 319/208-5101, fax 319/208-5005 or the Director of the Office for Civil Rights, U.S. Department of Education, Citigroup Center, 500 W. Madison, Suite 1475, Chicago, IL 60661, phone number 312/730-1560, fax 312/730-1576.

## **MAKEUP POLICY**

1. **Missed Assignments:** NO late assignments will be accepted. Only assignments turned in at the beginning of class will receive credit. A score of zero will be given if assignments are not turned in by the deadline date and time. They may, however, be turned in early for full credit.

2. **Missed Exams:** Students who have notified the instructor, may make up an exam. **There will be a 10% deduction for makeup exams.** Students may NOT make up an exam if instructor was not notified of absence and will receive a zero for the exam.
3. **Missed quizzes:** Quizzes, either scheduled or unannounced, cannot be made up under any circumstance.

### **ACADEMIC INTEGRITY/HONESTY STATEMENT:**

#### **SCC Policy from Administrative Guideline 101 – (Partial)**

1. **Fraud:** Acts of dishonesty, which include falsification of documents, fabrication of data and altering solutions to be resubmitted for a grade.
2. **Cheating:** Any deceptive act that involves the submission of academic work purported to be one's own when in fact the work was obtained from someone else. These acts may include copying or attempting to copy from another person's test or assignment, allowing someone else to copy from a test and/or assignment, attempting to use unauthorized aids to complete an assignment, and multiple submission of the same work to be graded as different assignments.
3. **Plagiarism:** Misrepresenting someone else's words, ideas, or data as one's own original work. Students may avoid plagiarism by fully and consistently crediting the person or persons responsible for the original work, including paraphrasing.
4. **Forgery:** Any attempt to misrepresent another person's signature, initials, computer login, or other identifying mark.
5. **Facilitating Dishonesty:** Actions that assist another person in committing a dishonest act.

### **COURSE AND PROGRAM POLICY**

1. **Cheating:** Refer to Academic Integrity/Honesty Statement above also.  
Any student who is discovered to be involved in cheating will receive a score of zero for the exam or assignment. A meeting will be arranged with Dean of Career and Technical Programs and policy/procedure will be followed. Program students will be held to the cheating policy included in their program handbook.
2. **Plagiarism:** Plagiarism, in any form, for any assignment, will result in a zero for that assignment.

### **TENTATIVE SEMESTER SCHEDULE**

1. This course meets only once (1) per week for a total of 8 sessions
2. See Canvas for chapter outline.

3. Unit Exams will be announced one week prior to testing.
4. Class will be completed in 8 weeks.
5. Schedule is subject to change at the discretion of the instructor.

**FINAL EXAM:** Comprehensive - Friday, December 15, 2017 – 8-9:50 a.m. Current classroom.

### **SPECIFIC PROGRAM POLICIES**

If you are enrolled in a specific program, refer to program handbook for specific policies.

### **LEARNING ENVIRONMENT EXPECTATIONS**

#### **Program and Classroom Policies on Professionalism and Conduct:**

- A. Conduct:** Students will be expected to conduct themselves in a professional manner in the classroom. Any conduct that I consider to be disruptive, disrespectful, or inappropriate will not be tolerated. If a student does not cease from such behavior immediately upon my request, that student will be asked to leave the classroom for the rest of the class session. Further episodes of unprofessional behavior or misconduct may result in removal from the course. Program students will be held to the ethical conduct policy in their program handbook.
- B. Participation:** This is an interactive class and you are expected to actively participate in a number of ways: by attending class, in class discussions, and in small group activities. While I do encourage a great deal of dialog during class discussions, I ask that you be respectful when others are talking.
- C. Cell Phones:** These devices are disruptive to the learning environment and are to be turned on silent prior to entering the classroom. A ringing cell phone in the classroom may result in a class quiz at the discretion of the instructor. Students who are expecting an emergency phone call may turn their device to "vibrate" only with prior approval of the instructor and must then step out of the classroom to answer the call.
- D. Sleeping:** Students who fall asleep during class will be asked to leave the classroom and will receive an unexcused absence for that session. Any exam or assignment missed due to sleeping will not be allowed to be made up.
- E.** If you are uncomfortable with any topic or the manner in which it is presented, please discuss your concerns with the instructor.

## **OTHER IMPORTANT INFORMATION**

### **Class Specific:**

This is an interactive class. We may discuss controversial cases, we may elicit strong opinions, but your mind should remain open to allow for diversity, cultural awareness and professionalism.

## **GENERAL INFORMATION**

1. Read all assignments and be prepared to participate actively in class.
2. Complete all exercises assigned -- not only will this enhance your learning, but test questions may be taken from them. No late assignments accepted.
3.
  - a. Research on the internet may be required. This may need to be done outside of classroom time. Computers labs are available on SCC campus.
  - b. Assignments need to be turned in by DUE DATES. No credit for late assignments will be given.
  - c. Any group assignment/presentation to be announced. There will be no points awarded if not in class that day, under any circumstance.
4. **Scantrons** may be **required** in class for testing purposes. This class will need approximately 3 scantrons. Multiple choice, true/false, fill in the blank, essay, short answer tests may be given.
5. Read your program handbook for further clarification of policies and procedures