**Syllabus:** Medical Assistant Interpersonal and Communication Skills   
**Course Number:** MDCA 1310  
**Semester & Year:** Spring 2014

**Instructor Information:**

Name: Cheryl Waloshin RN  
Office: Health Occupations Building Room #124  
Telephone: Office: 903-823-3124 Cell: 903-824-1390

E-mail: cheryl.waloshin@texarkanacollege.edu  
Office Hours: **Call for an appointment Monday - Friday**

\*\* Please feel free to contact me concerning problems experienced in this course. Do not wait until you have received a poor grade before asking for assistance. Your performance in this course is important to me.

**Required Textbook Information**

* Communication Skills for the Healthcare Professional: by Laurie Kelly McCorry and Jeff Mason

Wolters Kluwer Health/Lippincott Williams & Wilkins ISBN# 978-1-58255-814-1

* Other materials to be announced in class

**Course Description**

There is an emphasis on the application of basic psychological principles and the study of behavior as they apply to special populations. Topics include procedures for self-understanding and social adaptability in interpersonal communications with patients and coworkers in the patient care settings.

**Student Learning Outcomes for the Course**

Upon successful completion of the course, the student will be able to:

* Identify and explain basic psychological principles and developmental stages of life.
* Describe differences between verbal and nonverbal communication.
* Identify behaviors that interfere with effective communication.
* Describe and apply elements of active listening.
* Discuss the stages of grief.
* Identify and perform interview techniques.
* Describe and demonstrate professionalism of an effective health care worker.
* Identify relationships among various health care professionals.
* Discuss the importance of patient education.
* Apply effective writing skills and use of electronic communication.

**Student Requirements for Completion of the Course**

Students must complete assigned homework/workbook, interviews, quizzes, and exams with an average of 70% or greater.

**Student Assessment**

**Student’s final grade for the semester will be determined by the following:**

| **Activity** | **Percentage** |
| --- | --- |
| Presentation and report | 15% |
| Tests | 25% |
| Workbook, assignments, classroom work | 30% |
| Midterm Exam | 15% |
| Final Exam | 15% |
| Total | 100% |

**Grading Scale**

| **Grade** | **Points** |
| --- | --- |
| **A** | 90-100 |
| **B** | 80-89 |
| **C** | 70-79 |
| **D** | 60-69 |
| **F** | 59-below |

**Class Schedule and Assignments**

Class will meet as scheduled. Schedule will be on flex basis which will be discussed in class and distributed by the instructor at this time. Assignments, tests, and exams will be assigned by the instructor in class. Homework assignments should be turned in on the class day following the date of assignment or as advised by the instructor. Quizzes may or may not have prior notification, and the student is to be responsible for staying up to date on reading materials. Students are expected to participate in class discussions, group activities, and presentation activities.

**Students will be required to complete a presentation** **as well as a written paper on a given** **topic concerning communication**. These assignments should reflect the student’s knowledge and ability in the communication process. Discussion and explanation will be given in class. The topic is to be given to the instructor or assigned by the instructor. This will be at the discretion of instructor. Topic given to instructor or given by instructor by **March 7, 2014**. Part of this assignment will be a group project and the other part will be an individual project. The presentation and written paper will be due week of **April 7, 2014. Directions are as follows:**

**Presentation & Written Assignment**

The presentation will be either assigned or chosen by the students as per the instructor. For the first part of the grade in this project, students will work in groups and will be required to demonstrate communication skills including handling barriers of communication. This must be 5 – 10 minutes long.

The final part of the grade will be on the individual report of each student. The report will describe a communication problem and how to avoid or remedy the problem. The report must be three (3) full pages double spaced using Times New Roman or Arial type typeface in size 12 font. Paper must have a minimum of (2) sources used as references. The reference page which must be included does not count as part of the body of the paper.

**COURSE OUTLINE**

**Part 1- Principles of Communication**

Chapter 1- The Communication Process

Chapter 2- Nonverbal Communication

Chapter 3- Verbal Communication

*Section 1* - Listening skills

**Part 2- Clinical Communication Skills**

Chapter 4- Professional Communication and Behavior (Professionalism)

Chapter 5- Interviewing techniques

*Section 2* -Introduction to Psychological Principles and Developmental Stages of Life

Chapter 6 - Adapting Communication to a Patient’s Ability to Understand

Chapter 7 - Patient Education

Chapter 8 - Cultural Sensitivity in Healthcare Communication

*Section 3* – Stages of Grief

**Part 3- Administrative Communication Skills**

Chapter 9 - Electronic Communication

Chapter 10- Fundamental Writing Skills

**Part 4- Soft Skills & Relationships**

*Section 4 –* Identifying Soft Skills

*Section 5* – Relationships among Health Care Professionals

**\*\*\*\*\*Classes will be a flex schedule and will be given out in class by instructor**

**\*\*\*\*\* Course schedule may be changed at the discretion of the instructor.**

\*\*\* **Midterm and Final exam dates to be announced in class.**

**Student Behavior Policies and Procedures**

The Student Behavior Policies and Procedures are found in the Texarkana College Student Handbook and the Health Occupation Division Student Handbook. These policies are enforced in all Certified Nurse Aide courses. Please refer to the Texarkana College Student Handbook and the Health Occupation Division [Student Handbook](https://texarkanacollege.edu) for the full list off rules, policies, and procedures related to student conduct.

All students are required to practice courteous, respectful, and cooperative behavior at all times. This is the norm in higher education and workplace environments.

Food and drink will not be allowed in classroom.

Cursing or use of foul or derogatory language will not be permitted in the classroom, in the building, or on campus. Use of these may result in immediate dismissal from the course, program and/or Texarkana College.

Cell phones must be on silent and not used in the classroom. Using a phone in class (this includes texting) will result in a warning the first time. For every incident following the warning, the student will be asked to leave classroom, which will be **counted as an absence**. If a test or quiz is interrupted by a ringing phone, the student will also be asked to leave which will constitute **a grade of “0” (zero) on the test or quiz as well as an absence.**

There will be no talking during lecture time except in discussion. The student may be dismissed from the classroom with a **resulting absence**. Wanting to participate in discussion must be signaled with a raised hand not by interruption.

Students laying their head down or closing their eyes will be counted absent. They will not be awoken to avoid disrupting the class. Participation and attention are imperative for success in class.

Students are expected to dress in a professional manner for class. **No pajamas, slippers, or revealing clothing is allowed**. This means cleavage, abdomens, and buttocks should be completely covered at all times.

Students are to address all instructors, agency personnel, visitors, guests, and classmates with respect and in a professional manner. This is the RULE not the EXCEPTION.

Students may not leave the room without permission from the instructor. **Leaving without permission will result in an absence**.

Students must have **all** books for class daily.

No electronic devices (computers, iPads, MP3 players, etc.) will be allowed in classroom without permission from the instructor.

Children are not allowed to come to class with parents. Children are not allowed to sit in hallways or common areas to wait on parents.

Students are not allowed to put their feet up on chairs or other furniture.

Cheating or copying work will not be tolerated. Any student caught cheating or copying another student’s work may be subject to disciplinary action after investigation by the Dean of Students. Proven violations will/may result in the student being dropped from the class with an “F” average. A student who gives their work to another student to copy will also receive a “0” (zero) on the assignment.

Violations of classroom and college policies will result in a documented write-up on an Incident Form. Each student will be allowed 3 (three) write ups. After 4 (four) incidents the student may be dropped from the course. All incidents are forwarded to the Dean of Students who may schedule a meeting to discuss the incident.

For additional information on college policies, see the Texarkana College Student Handbook and the Health Occupations Division [Student Handbook](https://texarkanacollege.edu)

**Absentee and Tardy Policy**

Texarkana College’s absentee policy allows instructors to withdraw a student from a course due to excessive absences. If a student leaves and returns during class or leaves the class before the class is over, he/she **may** be considered absent. Three (3) tardies constitute one (1) absence. A student is considered tardy from the designated class start time through the first 15(fifteen) minutes of class. After that initial 15(fifteen) minutes, students will be counted absent.

In some workforce/vocational areas, such as nursing and cosmetology, certification requirements necessitate an absentee policy that is more stringent than the institutional policy. In these instances, the matter of certification takes precedence over local policies, since certification policies are established by the State of Texas.

Faculty members **are not** obligated to provide opportunities for students to make-up missed assignments and tests as a result of a student’s absence from class. The institution is not required to take attendance with the exception of workforce/vocational areas, where certification requirements require taking attendance. However, experience demonstrates that regular attendance enhances academic success. As such, students are expected to attend each meeting of their registered courses.

A student should not stop attending a class without formally withdrawing from the course by the institutions published Last Day for Students to Drop. If a student stops attending class after the published Last Day for Students to Drop, the student may receive a grade of “F” in the class. The instructor will submit the last date of attendance for students receiving a grade of “F” or “W”.

Withdrawal from a course(s) **may** affect a student’s current or future financial aid eligibility. Students should consult the Financial Aid Office to learn both short and long term consequences of a withdrawal. Drop date will be announce in class.

**Excused Absences**A student’s absence due to school trips and/or school business will not be counted against a student’s allowable number of absences. Military duty and absences for Holy Days (FBD LEGAL) are covered in a separate section of the catalog and the student handbook. These are the only excused absences that are considered by Texarkana College. Responsibility for work missed for any absence is placed on the student. Instructors are required to allow students to make up work missed if the absence is due to military duty**\*** or religious holy days when students follow the correct notification procedures. Instructors are not required to allow students to make up work for absences due to other reasons. Make-up policies are listed in each individual instructor’s syllabus.

***\*****Students interested in Health Occupations should check with the division chair prior to entering the program.*

**ONLINE/HYBRID COURSE ABSENCES**Absence in an **online course** is defined as the lack of an active post or submission within the course including discussion board posts, written assignments, and tests. This standard will be used to determine all absentee issues, including but not limited to, 12th Day Census Reports, last date of attendance, and involuntary withdrawal from a course due to absences. All online students must complete an Enrollment Verification activity within the first week of class (activity depends upon the professor); otherwise the professor **may** drop the student for not having attended. Students must complete at least one activity in their online class per week. Each week in which a student does not complete an activity will be counted as an absence.

If a student is taking a hybrid course, and it does not meet during the first week of class, the student must also complete an Enrollment Verification activity within the first week of class; otherwise the student **may** be dropped for not having attended.

**MAXIMUM ALLOWABLE ABSENCES**After official registration, the following number of unexcused absences will be the maximum allowable before a student **may** be dropped from the class. Mandated program certification requirements detailed for certain programs regarding the maximum allowable unexcused absences takes precedence over the following information.

**Workforce Classes**

| Day Classes | Evening Classes |
| --- | --- |
| Class meets:  5 days a week (MTWRF)  The instructor **may** withdraw a student from a course if absences exceed five (5) up until the published Last Day for Students to Drop. Absences that exceed this number after the drop day may result in the student receiving an “F” in the program for that semester.  Three (3) tardies count as one (1) absence.  You are considered tardy from the designated class start time through the first 15 minutes of class. After that you will be counted absent. | Class Meets:  4 evenings a week (MTWR)  The instructor **may** withdraw a student from a course if absences exceed five (5) up until the published Last Day for Students to Drop. Absences that exceed this number after the drop day may result in the student receiving an “F” in the program for that semester.  Three (3) tardies count as one (1) absence.  You are considered tardy from the designated class start time through the first 15 minutes of class. After that you will be counted absent. |

Students are allowed 5 class absences. After 5 absences, the student is subject to being dropped from the course at the discretion of the instructor. Attendance will be taken at the beginning of each class period. If a student is up to 15 minutes late to class, a tardy will be given. After 3 tardies an absence will be assigned. After 15 minutes late a student is considered absent. Students who are late or tardy will be required to sign in on the instructor’s attendance folder with the time of arrival

**Make-up Policy**

Students are responsible for contacting the instructor to discuss content and makeup work that is missed during an absence as well as the date these are due. If an exam is missed, the student must make-up the exam within five (5) class days upon their return or at the discretion of the instructor. Homework that was assigned prior to a student absence should be turned in on the first day back to class or as scheduled by instructor. **Late homework assignments will not be accepted, and a grade of zero will be given.**

**Academic Integrity Statement**

Scholastic dishonesty, involving but not limited to cheating on a test, plagiarism, col­lusion, or falsification of records will make the student liable for disciplinary action after being investigated by the Dean of Students. Proven violations of this nature will result in the student being dropped from the class with an “F”.

This policy applies campus wide, including TC Testing Center, as well as off-campus classroom or lab sites, including dual credit campuses. This information can be found in the [Student Handbook](https://texarkanacollege.edu.). \

**Disability Act Statement**

Texarkana College complies with all provisions of the Americans with Disabilities Act and makes reasonable accommodations upon request. Please contact Larry Andrews at 903.823.3283, or go by the Recruitment, Advisement, and Retention Department located in the Administration building for personal assistance.

If you have an accommodation letter from their office indicating that you have a disability which requires academic accommodations, please present it to me so we can discuss the accommodations that you might need for this class. *It is best to request these changes at the beginning if not before the start of class* so there is ample time to make the accommodations.

For more information checkout [Assistance for Students with Disabilities](https://www.texarkanacollege.edu/ada-assistance/) on the college’s website.

**Financial Aid**

**Attention!** Dropping this class may affect your funding in a negative way! You could owe money to the college and/or federal government. Please check with the Financial Aid office before making a decision.

**Security**

Please keep your vehicle locked whenever you are away from it. Make sure you don’t leave any valuables in plain sight (purse, phone, lap top). We want you to be safe. You must acquire a TC parking permit and display it in your vehicle. You must also have a TC student ID badge and keep it with you at all times.

**Campus police EMERGENCY line: (903) 798-3330**

**STUDENT RETENTION AND SUPPORT**

A student retention specialist is available for every student enrolled in the Certified Nurse Assistant program. Susan Fratangelo will help you with study skills, referral to Student Support Services, resume writing, job interview skills, direction to social support programs, and other services. Mrs. Fratangelo can be contacted at [Susan.Fratangelo@TexarkanaCollege.edu](mailto:Susan.Fratangelo@TexarkanaCollege.edu) or at 903-823-3412. Her office is located in the Health Occupations building.

# **Student Support Services’ Information**

Student Support Services is a federally funded program designed to give a helping hand to Texarkana College students who show potential for success in college, but who need assistance in their efforts. Students entering the program have a variety of needs encompassing economic, academic, cultural, and handicapped challenges. Student Support services can help you by offering career information, tutoring, study skills, and college transfer information.

Student Support Services  
Career Education Center, Room 106  
2500 N. Robison Road  
Texarkana, Texas 75501  
  
903-823-3381  
  
Office Hours  
8:00am to 5:00pm, Monday - Friday

“This workforce solution was funded by a grant awarded by the U.S. Department of Labor’s Employment and Training Administration. The solution was created by the grantee and does not necessarily reflect the official position of the U.S. Department of Labor. The Department of Labor makes no guarantees, warranties, or assurances of any kind, express or implied, with respect to such information, including any information on linked sites and including, but not limited to, accuracy of the information or its completeness, timeliness, usefulness, adequacy, continued availability, or ownership.”

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## SYLLABUS AGREEMENT

If you have any questions about this syllabus or the course in general, ask the instructor before you sign this document.

**MDCA1310 Communication Skills for Healthcare**

I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, (print name) have read the course syllabus, the course outline, schedule, course grading requirements, and methods of evaluation. I have had each explained to me by the instructor either verbally, or by email on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

By signing this form I agree to comply with the classroom/online policies, expectations, and rules listed and accept the outline for this class.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_

SIGNATURE DATE

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

PRINT NAME

Received by the instructor on: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

DATE

“This workforce solution was funded by a grant awarded by the U.S. Department of Labor’s Employment and Training Administration. The solution was created by the grantee and does not necessarily reflect the official position of the U.S. Department of Labor. The Department of Labor makes no guarantees, warranties, or assurances of any kind, express or implied, with respect to such information, including any information on linked sites and including, but not limited to, accuracy of the information or its completeness, timeliness, usefulness, adequacy, continued availability, or ownership.”

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