



CATALOG DESCRIPTION: This course is designed to focus on the professional relationship between health care professionals and the clients they serve. Emphasis is placed on developing a solid understanding of self and others in order to help clients with their different needs and the use of appropriate therapeutic responses necessary for specific populations.

PREREQUISITE(S): None

COREQUISITE(S): None

CREDITS: 3

HOURS: 3.5 (60 Classroom Hours)

*Last class session is 4 hours

REQUIRED TEXT(S): Tampoaro, C. & Lindh, W. (2017). *Therapeutic communications for health professionals* (4th ed.). Cengage.

CENGAGE COURSE KEY:

SUPPLEMENTAL MATERIALS:

INSTRUCTOR INFORMATION:

OFFICE HOURS:



CORE COMPETENCIES: The following core competencies are embedded in this curriculum: Communicate effectively in both speech and writing; Use social science theories and concepts to analyze human behavior and social and political institutions and to act as responsible citizens; Understand ethical issues and situations; Address an information need by locating, evaluating, and effectively using information.	
LEARNING ASSESSMENT	
<i>Student Learning Outcomes:</i>	<i>Suggested Means of Assessment:</i>
Recognize the communication barriers that exist between patients and healthcare workers	Written Exams, Graded homework
Demonstrate how the medical assistant can effectively communication with a patient’s family members	Written Exams, Role Play, Graded work products
Communicate effectively and therapeutically with patients across the age span to gather, document, and deliver information vital to the well-being of patients in the outpatient healthcare setting	Written Exams, Role Play, Graded work products, Role Play
Understand the use of verbal and non-verbal communication skills and how to use feedback techniques to gather information	Written Exams, Role Play, Graded work Products
Appreciate cultural diversity and understand how this impacts how the medical assistant communicates with and coaches patients in the medical environment	Written Exams, Role Play, Graded work products, Role Play
GRADING SYSTEM:	
A = 90 < 100	C+ = 77 < 80
B+ = 87 < 90	C = 75 < 77
B = 80 < 87	F = Below 75

DISABILITY SERVICES STATEMENT: Warren County Community College is committed to providing all students equal access to learning opportunities. Student Services is the campus office that works with students who have disabilities to provide and/or arrange reasonable accommodations. Students who have, or think they may have, a disability (e.g. mental health, learning, vision, hearing, physical or systemic), are invited to contact Student Services to arrange a confidential discussion at (908) 835-2300 or by email at StudentServices@warren.edu as soon as possible. Students registered for Disability Services with Student Services, who have requested accommodations for the current semester will be provided with an electronic letter detailing individual accommodations and are encouraged to contact the instructor early in the semester to discuss accommodations outlined in their letter.



INSTRUCTIONAL SUPPORT CENTER: The Instructional Support Center (ISC), located in Room 105 across from the library, provides academic support at no cost to WCCC students and is available for courses in which they are currently enrolled. The ISC is staffed with trained professional and peer tutors who are ready to help you understand and succeed. For scheduling or further information, visit the ISC in person, online at <http://www.warren.edu/tutoring/> or by telephone at (908)835-2354.

STATEMENT AND POLICY ON CHEATING, PLAGIARISM AND ACADEMIC DISHONESTY: Students are required to perform all the work specified by the instructor and are responsible for the content and integrity of all academic work submitted. A violation of academic integrity will occur if a student: (1) knowingly represents work of others as one's own, (2) uses or obtains unauthorized assistance in any academic work, (3) gives fraudulent assistance to another student, or (4) furnishes false information or other misuse of college documents.

In cases of suspected violation of academic integrity, the incident is to be reported to the Office of Academics. A student found guilty of violating the rule of academic integrity by the Vice President of Academics will be considered to have failed in personal obligation to the College; such failure will be subject to disciplinary action by the College. Unless otherwise notified, the instructor will allow students who are pending disciplinary action to attend class.

REQUIRED FORMAT FOR RESEARCH PAPERS: Research papers written for any Warren County Community College class must conform to the required documentation style. Papers written for humanities (and some social science) classes will follow the most recent edition of the Modern Language Association (MLA) in-text citation and bibliographic methods. Social science and science papers will require the use of the most recent edition of the American Psychological Association (APA) in-text citation and bibliographic methods.

Please consult with your instructor regarding the correct documentation style to use in his/her class.

ATTENDANCE POLICY: Students are expected to attend all class sessions of courses in which they are enrolled and are responsible for all material presented in class and all homework assignments.

Grades are based on the quality of work completed in meeting the requirements for a particular course, as stated in the course syllabus and catalog description.

Excessive absence may be considered sufficient cause for dismissal from class by an instructor or other appropriate college staff member. Any decision to exclude a student from class or the College due to excessive absence shall be subject to review by the President in accordance with established procedures. Students who have not attended class are not entitled to a refund of tuition.

WCCC HAYTAIAN & MAIER LIBRARY



Text: 908-652-4445

Email: lstoll@warren.edu

<http://warren.libguides.com>

Please see the library's website above for current semester hours.

The WCCC Library offers a wide range of services to students specific to the information literacy goals of the College which includes suggesting research strategies, facilitating the use of both digital and print resources, as well as assisting students with citations to avoid plagiarism.

The library also serves as the College's computer space, with computers for students to use when the library is open. Students also have free, unlimited printing from the College's computers, as well as space to study.

The library is where students can get their college student ID cards. All students are required to get a student ID card and carry it while on campus for security purposes. To get a student ID card, you must bring another form of ID to the library. You may also be asked to bring a printed copy of your current class schedule. You can get a student ID card any time that the library is open. These cards do not expire and can be used for your duration at WCCC.

Additionally, the library participates in a national inter-library loan program which is available free to all students and faculty. You can submit ILL requests by emailing the librarian or by stopping by the library's circulation desk.

TOPICAL OUTLINE:

The Theorists, Therapeutic Communication, Multi-Cultural Therapeutic Communication, The Helping Interview, the Therapeutic Response Across the Life span to: Stressed and Anxious Patients, Fearful, Angry, Aggressive, Abused, or Abusive Clients, Depressed and/or Suicidal Clients, Patients with Substance Abuse Disorders, Patients with Life-Altering Illness and Clients Experiencing Loss, Grief, Dying, and Death

The following MAERB Core Curriculum Competencies are taught and assessed in this course:

Cognitive Domain

- V.C.1 Identify types of verbal and non-verbal communication**
- V.C.2 Identify types of communication barriers**
- V.C.3 Identify techniques for overcoming communication barriers**
- V.C.4 Identify the steps in the sender-receiver process**
- V.C.5 Identify challenges in communication with different age groups**
- V.C.9 Define the principles of self-boundaries**



- V.C.11 Identify coping mechanisms
V.C.13 Identify the basic concepts of the following theories of:
 a. Maslow
 b. Erikson
 c. Kubler-Ross
V.C.14 Identify issues associated with diversity as it relates to patient care

Psychomotor Domain

- V.P.1 Respond to non-verbal communication

METHODS OF EVALUATION: Tests, Quizzes, Class Participation, Papers/Projects, Final Examination, and Work Products which assess the cognitive, psychomotor, and affective domains.

GRADING SYSTEM:

Tests and Quizzes	50%
Papers/Projects/Work Products	20%
Class Participation	5%
Final Exam	25%

CAAHEP requires that medical assisting students pass 100% of all psychomotor and affective domain objectives and competencies in order to be eligible for program completion. 75% or higher is considered passing for all courses and related competencies. Students may make 3 attempts to successfully complete each work product competency.

LATE WORK POLICY:

Late work is unacceptable unless prior arrangements have been made with the appropriate instructor.

MISSED EXAM POLICY:

Scheduled exams cannot be cut. Illness and excused absences are the exceptions. Absence for an exam or quiz will result in a 10% grade deduction on that assessment.

Students who miss a scheduled examination must make arrangements with the instructor and/or the ISC department to schedule a time to make up that exam.

Class Participation includes attendance. Students will realize a 10% deduction for each absence. In order to achieve full credit for Participation, students must attend all scheduled sessions, come to class prepared, and participate fully.



*Please refer to Medical Assisting Program Policy in the Medical Assisting Handbook.

ITINERARY:

UNIT	CHAPTER
1	Orientation Chapter 1-Therapeutic Communication
2	Appendix A-The Theorists
3	Movie “And the Band Played On” Group Discussion/Assignment
4	Quiz Chapter 2-Multicultural Therapeutic Communication
5	Chapter 4-The Helping Interview
6	Exam #1 Movie “The Doctor” Group Assignment
7	Chapter 3-Therapeutic Communication in Complimentary Medicine Chapter 5-The Therapeutic Response Across the Life Span Appendix B
8	Culture Reports Presented Chapter 6-The Therapeutic Response to Stressed, Anxious Clients & Fearful Clients
9	Quiz Chapter 7-The Therapeutic Response to Fearful, Angry, Aggressive, Abused, or Abusive Clients
10	Chapter 8-The Therapeutic Response to Depressed and/or Suicidal Clients Movie “Girl Interrupted”
11	Exam #2 Chapter 9-The Therapeutic Response to Clients with Substance Abuse Disorders
12	Movie “When a Man Loves a Woman” Assignment/Group Discussion
13	Chapter 10-The Therapeutic Response to Clients with Life-Altering Illness Chronic Illness Reports Presented
14	Exam #3 Chapter 11-The Therapeutic Response to Clients Experiencing Loss, Grief, Dying, And Death
15	Chronic Illness Reports Presented
16	Exam #4



	Movie "Wit" Group Discussion
17	Comprehensive Final Examination