

COURSE SYLLABUS



COURSE TITLE:	AHLT 104
CLASS SECTION:	X02
TERM:	F2023
COURSE CREDITS:	1.5
DELIVERY METHOD(S):	Synchronous

INSTRUCTOR DETAILS

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OFFICE:	
HOURS:	

As your course instructor, I endeavour to provide an inclusive learning environment. However, if you experience barriers to learning in this course, do not hesitate to discuss them with me. Camosun College is committed to identifying and removing institutional and social barriers that prevent access and impede success.

CALENDAR DESCRIPTION

Restricted to students in Allied Health & Technologies programs.

In this course, students engage in activities that develop professionalism, reflective practice, cultural humility, and interpersonal communication skills essential to the role of allied health professionals. Students use dynamic learning experiences to practice compassionate, caring, and professional interactions with the public and the health care team.

PREREQUISITE(S):	C+ in English 12; C in Camosun Alternative
CO-REQUISITE(S):	N/A
EQUIVALENCIES:	N/A

COURSE OBJECTIVES AND MAPPED PROFESSIONAL COMPETENCIES

Upon successful completion of this course a student will be able to:

- communicate professionally and in a culturally appropriate way with members of the public and health care team within their role and scope.
- respond professionally to human diversity and varied health conditions within the clinical environment
- discuss the necessity for allied health professionals to respond in a culturally safe manner, respecting and acknowledging the diverse personal histories of First Nations, Inuit and Métis peoples.
- demonstrate professionally appropriate responses to conditions preventing successful rapport in therapeutic and interpersonal relationships through reflection and discussion.

CAMRT Competencies

1. Explain the foundations of communications
2. Develop skills for building rapport with patients **(2.1.1)**
3. Understand the significant of maintaining confidentiality with patients **(1.1.4, 1.2.3, 1.3.1)**
4. Explain the elements of communication
5. Compare verbal and nonverbal communications **(2.1.3)**
6. Identify the steps in effective communication
7. Explain the responsibility of communication between healthcare worker and patient **(1.2.3)**
8. Understand and use empathy in patient care
9. Explain the patient interview and its purpose **(2.2.1)**
10. Understand how to prepare for a successful patient interview **(2.2.1, 2.2.2)**
11. Compare subjective and objective Information
12. Understand the importance of using open-ended questions and close-ended questions
13. Describe the tools used to gather patient information **(2.2.1)**
14. Understand how to apply active listening
15. Identify and apply the types of responses that support effective communication **(2.1.4)**
16. Understand and apply summarizing patient information during patient interviews
17. Describe the function of patient education **(2.1.6, 2.1.8)**
18. Assess patient's learning, learning style and health literacy **(2.1.5)**
19. Understand how to ask sensitive questions **(2.2.1)**
20. Identify pieces of information on requisition **(2.2.2)**
21. Learn about documentation in patient education
22. Understand and explain the importance of patient consent **(1.1.5, 1.3.1)**
23. Understand different cultural perspectives and how they affect delivery and receipt of health care **(1.5.1, 1.5.2, 1.5.3)**
24. Identify health disparities related to race and ethnicity **(1.5.1)**
25. Learn about sex and gender and key concepts related to gender identity **(1.5.1)**
26. Learn how to communicate through language barriers and the use of interpreters **(2.1.7)**
27. Learn how to communicate and interact with patients who have auditory and visual impairments **(2.1.7)**
28. Understand how stress affects the body and common coping mechanisms and actions to help stressed patient **(1.4.1)**
29. Address challenging patients and responding to workplace violence
30. Identify signs of abuse and your responsibility to report as a health care worker **(1.1.3, 1.3.1)**
31. Understand how to communicate with a patient who is ill **(2.1.7)**
32. Describe cancer, treatments and considerations when interacting with cancer patients **(2.1.7)**
33. Describe types of depression and considerations when interacting with depressed patients **(2.1.7)**
34. Explain suicide ideation and identify patients at risk for suicide
35. Explain anxiety disorder and considerations when interacting with anxious patients **(2.1.7)**
36. Describe dementia and considerations when interacting with patients with dementia **(2.1.7)**
37. Explain anorexia nervosa and bulimia nervosa and challenges for communicating with patients with eating disorders **(2.1.7)**
38. Describe autism spectrum disorder and the challenges for communicating with patients with this disorder **(2.1.7)**
39. Describe somatic symptom disorder and considerations when interacting with these patients **(2.1.7)**
40. Further develop understanding of technology and medical advances, and attitudes and views on death **(6.2.1)**
41. Understand the psychological theories about grieving experience
42. Understand the measures to take when interacting with someone experiencing grief **(2.1.7)**
43. Understand that spiritual beliefs, cultural perspectives and age affect grief experience **(3.1.4)**
44. Describe the function of hospice care and how it differs from other areas of health care
45. Define and apply the characteristics of professionalism **(1.2.4)**

- 46. Explain the Freedom of Information and Protection of Privacy Act (FIPPA) (1.1.4)
- 47. Learn about communications challenges and strategies when communicating with coworkers, physicians, managers and regulatory agency personnel (3.1.4, 3.2.1)
- 48. Learn how to properly communicate via telephone, email, or letters/memos in the workplace (2.1.2)
- 49. Describe the information found in the patient health record and its uses (2.2.2, 2.2.4)

Learn and apply the best practices for documenting patient care (2.2.4)

REQUIRED MATERIALS & RECOMMENDED PREPARATION / INFORMATION

[INSERT TEXT HERE]

COURSE SCHEDULE, TOPICS, AND ASSOCIATED PREPARATION / ACTIVITY / EVALUATION

The following schedule and course components are subject to change with reasonable advance notice, as deemed appropriate by the instructor.

WEEK	ACTIVITY or TOPIC	OTHER NOTES
1	Course Intro	
2	Chapter 1 Communicating in Health Care	
3	Chapter 2 Gathering Information	
4	Chapter 3 Educating Patients	
5	Quiz - Chapters 1, 2 and 3	
6	Chapter 4 Communicating with Diverse Patient Groups	
7	Chapter 5 Communicating Through Barriers	
8	Chapter 6 Communicating Through Illness and Disorders	
9	Quiz 2 - Chapters 4, 5, and 6	
10	Chapter 7 Communicating Through the Grief Process	
11	Chapter 8 Communicating in the Workplace	
12	Chapter 9 Documenting Patient Care	
13	Review	
14	Quiz 3 - Chapters 7, 8, and 9	
15	No Exam	

Students registered with the Centre for Accessible Learning (CAL) who complete quizzes, tests, and exams with academic accommodations have booking procedures and deadlines with CAL where advanced notice is required. Deadlines can be reviewed on the [CAL exams page](https://camosun.ca/services/academic-supports/accessible-learning/academic-accommodations-exams). <https://camosun.ca/services/academic-supports/accessible-learning/academic-accommodations-exams>

EVALUATION OF LEARNING

DESCRIPTION	WEIGHTING
Participation	10%
Assignments	30%
Quiz 1	20%
Quiz 2	20%
Quiz 3	20%
	100%

COURSE GUIDELINES & EXPECTATIONS

[INSERT TEXT HERE]

SCHOOL OR DEPARTMENTAL INFORMATION

Health & Human Services Student Handbook: <http://camosun.ca/learn/school/health-human-services/student-info/index.html>

General Practicum Information: <http://camosun.ca/learn/school/health-human-services/student-info/practicum-info.html>

Allied Health & Technologies Department Handbooks:

- Certified Medical Laboratory Assistant: <http://camosun.ca/learn/school/health-human-services/student-info/program-info/cmla.html>
- Diagnostic Medical Sonography: <http://camosun.ca/learn/school/health-human-services/student-info/program-info/sono.html>
- Medical Radiography: <http://camosun.ca/learn/school/health-human-services/student-info/program-info/mrad.html>

Students enrolled in Allied Health & Technologies Programs must achieve a minimum of 65% or a “COM” in each of their courses in order to use their course as a pre-requisite and progress in their program.

Students enrolled in Allied Health & Technologies Programs must participate in learning activities that include intimate and direct personal contact with their classmates during supervised practice. Students are training to perform the duties of a healthcare professional. These duties usually require constant, close physical contact

with patients and clients. Students may be required to simulate and perform these activities on one another during this course. Students may also be required to use special hygiene practices and protective gear to protect themselves from the transmission of communicable diseases (like COVID-19). Risks associated with learning and performing the physical duties of a healthcare profession cannot be entirely eliminated by any amount of caution or protection. Students who refuse or are incapable of participating and performing these activities due to personal or medical limitations may only continue to participate in their course work when supported by officially registered accommodations or temporary medical advisory.

STUDENT RESPONSIBILITY

Enrolment at Camosun assumes that the student will become a responsible member of the College community. As such, each student will display a positive work ethic, assist in the preservation of College property, and assume responsibility for their education by researching academic requirements and policies; demonstrating courtesy and respect toward others; and respecting expectations concerning attendance, assignments, deadlines, and appointments.

SUPPORTS AND SERVICES FOR STUDENTS

Camosun College offers a number of services to help you succeed in and out of the classroom. For a detailed overview of the supports and services visit camosun.ca/services.

Support Service	Website
Academic Advising	camosun.ca/services/academic-supports/academic-advising
Accessible Learning	camosun.ca/services/academic-supports/accessible-learning
Counselling	camosun.ca/services/health-and-wellness/counselling-centre
Career Services	camosun.ca/services/co-operative-education-and-career-services
Financial Aid and Awards	camosun.ca/registration-records/financial-aid-awards
Help Centres (Math/English/Science)	camosun.ca/services/academic-supports/help-centres
Indigenous Student Support	camosun.ca/programs-courses/iecc/indigenous-student-services
International Student Support	camosun.ca/international
Learning Skills	camosun.ca/services/academic-supports/help-centres/writing-centre-learning-skills
Library	camosun.ca/services/library
Office of Student Support	camosun.ca/services/office-student-support
Ombudsperson	camosun.ca/services/ombudsperson
Registration	camosun.ca/registration-records/registration
Technology Support	camosun.ca/services/its
Writing Centre	camosun.ca/services/academic-supports/help-centres/writing-centre-learning-skills

If you have a mental health concern, please contact Counselling to arrange an appointment as soon as possible. Counselling sessions are available at both campuses during business hours. If you need urgent support after-hours, please contact the Vancouver Island Crisis Line at 1-888-494-3888 or call 911.

COLLEGE-WIDE POLICIES, PROCEDURES, REQUIREMENTS, AND STANDARDS

Academic Integrity

Students are expected to comply with all College policy regarding academic integrity; which is about honest and ethical behaviour in your education journey. The following guide is designed to help you understand your responsibilities: <https://camosun.libguides.com/academicintegrity/welcome>

Please visit <https://camosun.ca/sites/default/files/2021-05/e-1.13.pdf> for Camosun's Academic Integrity policy and details for addressing and resolving matters of academic misconduct.

Academic Accommodations for Students with Disabilities

The College is committed to providing appropriate and reasonable academic accommodations to students with disabilities (i.e. physical, depression, learning, etc.). If you have a disability, the [Centre for Accessible Learning](#) (CAL) can help you document your needs, and where disability-related barriers to access in your courses exist, create an accommodation plan. By making a plan through CAL, you can ensure you have the appropriate academic accommodations you need without disclosing your diagnosis or condition to course instructors. Please visit the CAL website for contacts and to learn how to get started:

<https://camosun.ca/services/academic-supports/accessible-learning>

Academic Progress

Please visit <https://camosun.ca/sites/default/files/2023-02/e-1.1.pdf> for further details on how Camosun College monitors students' academic progress and what steps can be taken if a student is at risk of not meeting the College's academic progress standards.

Course Withdrawals Policy

Please visit <https://camosun.ca/sites/default/files/2021-05/e-2.2.pdf> for further details about course withdrawals. For deadline for fees, course drop dates, and tuition refund, please visit <https://camosun.ca/registration-records/tuition-fees#deadlines>.

Grading Policy

Please visit <https://camosun.ca/sites/default/files/2021-05/e-1.5.pdf> for further details about grading.

Grade Review and Appeals

Please visit <https://camosun.ca/sites/default/files/2021-05/e-1.14.pdf> for policy relating to requests for review and appeal of grades.

Medical / Compassionate Withdrawals

Students who are incapacitated and unable to complete or succeed in their studies by virtue of serious and demonstrated exceptional circumstances may be eligible for a medical/compassionate withdrawal. Please visit

<https://camosun.ca/sites/default/files/2021-07/e-2.8.pdf> to learn more about the process involved in a medical/compassionate withdrawal.

Sexual Violence and Misconduct

Camosun is committed to creating a campus culture of safety, respect, and consent. Camosun's Office of Student Support is responsible for offering support to students impacted by sexual violence. Regardless of when or where the sexual violence or misconduct occurred, students can access support at Camosun. The Office of Student Support will make sure students have a safe and private place to talk and will help them understand what supports are available and their options for next steps. The Office of Student Support respects a student's right to choose what is right for them. For more information see Camosun's Sexualized Violence and Misconduct Policy: <https://camosun.ca/sites/default/files/2021-05/e-2.9.pdf> and camosun.ca/services/sexual-violence-support-and-education. To contact the Office of Student Support: oss@camosun.ca or by phone: 250-370-3046 or 250-370-3841

Student Misconduct (Non-Academic)

Camosun College is committed to building the academic competency of all students, seeks to empower students to become agents of their own learning, and promotes academic belonging for everyone. Camosun also expects that all students to conduct themselves in a manner that contributes to a positive, supportive, and safe learning environment. Please review Camosun College's Student Misconduct Policy at <https://camosun.ca/sites/default/files/2021-05/e-2.5.pdf> to understand the College's expectations of academic integrity and student behavioural conduct.

Looking for other policies?

The full suite of College policies and directives can be found here: <https://camosun.ca/about/camosun-college-policies-and-directives>

Changes to this Syllabus: Every effort has been made to ensure that information in this syllabus is accurate at the time of publication. The College reserves the right to change courses if it becomes necessary so that course content remains relevant. In such cases, the instructor will give the students clear and timely notice of the changes.