



MISSION STATEMENT

"The official mission of BCI is to bring skill based education to all persons wanting a career in allied health care"

MEDICAL COMMUNICATIONS OFFICE

Meeting Time: Thursdays 9:00am – 3:00pm and Fridays 9:00am – 3:00pm Lab

Instructors: TBA

Office Address: 422 Main St, Malden MA 02148

320 Washington St, Brookline, MA 02445

Office Phone: Malden (781)333-3522 - Brookline (617)383-6058

E-mail: TBA

Office Hours: By appointment

Admissions Requirement: High School Diploma or Equivalent

I. Course Description

Through lecture, discussion, and role-playing in large and small groups, students learn appropriate verbal and nonverbal behavior to be used with patients, families, the health care team, and the greater community.

II. Course Goals and Objectives

The goals of this model curriculum are to:

- Create and sustain a therapeutic and ethically sound relationships with patients
- Utilize effective listening, nonverbal, verbal and writing skills to elicit and provide information
- Modify communication style as needed for individual patient interaction
- Collaborate effectively with physicians, other disciplinary team members, and professional groups
- Employ human behavior concepts to effectively manage the patient's care

- Demonstrate emotional resilience and stability, adaptability, flexibility and tolerance of ambiguity and anxiety

III. Class Expectations and Assignments

Students will be expected to practice self-study through reading assigned materials, reviewing pertinent resources and/or working as a group on assignments.

IV. Grading

Each student must attain a grade of 75% or higher to pass

The final grade is made up of:

- Attendance
- Homework
- Final Exam

A cumulative final grade below 75% is considered a failing grade. The student is allowed one make-up test. In case the student fails the make-up test, he/she will be offered remedial classes for a prorated fee based on the number of sessions.

V. Outcomes

After studying all materials and resources presented in the course, the student will be able to:

- Develop knowledge of the potential impact of effective versus ineffective communication used in a health care environment with patients, clients, consumers, families, the health care team and the greater community
- Demonstrate basic verbal and nonverbal therapeutic communication skills and professional behavior important in the health care setting.
- Develop sensitivity to basic issues of diversity in health care communication.
- Demonstrate effective ways to manage anxiety and prevent job burn-out.

WEEK	SUBJECT MATTER	ACTIVITIES
WEEK 1	Course Introduction Understanding and Practicing Communication	<ul style="list-style-type: none"> • Communication Video • PPT • Group Activities
WEEK 2	Therapeutic Vs Non-Therapeutic Communication Passive, aggressive and assertive Communication	<ul style="list-style-type: none"> • Self-survey • PowerPoint Presentation • Group integration through mock scenarios
WEEK 3	Open and Close Ended Questions Stress Management- Practical Approaches	<ul style="list-style-type: none"> • Patient Scenario • PPT • Video and Question/Answer Energizing Exercises
WEEK 4	Cultural Issues in Communication Literacy Communication Issues Confrontations Communicating with Family	<ul style="list-style-type: none"> • PowerPoint • Videos • Group Scenarios

Student success is our priority, don't hesitate to ask questions and always give your best!!!!
Good Luck