COMM 1350 \ Foundations of Relationship-Centered Care \ Fall 2016
1:40-2:55 MW \ Malloy 020 \ 3 credit hours

Instructor: Dr. R. Williamson  Office Hours:  MW 3:30-4:30; T 11:30-12:30 & 2:00-4:00; 11:30-12:30 & 2:00-3:00 TH; & by appointment.
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Office: Guadalupe House (1311 Branard)
Email: robinw@stthom.edu

Course Description
Study of the fundamental principles of interpersonal communication with emphasis on communication as a tool for building relationships. Students will have the opportunity to understand and practice communication skills related to working in teams – assessment of nonverbal communication, active listening and conflict resolution.

Course Prerequisites: None

Nursing Program Requirement: A grade of B or higher in math and science courses.

Goals & Objectives of the Course
Students will achieve the following learning outcomes:

- Define the properties of communication and ways in which communication is framed.
- Identify the elements of nonverbal communication, its role in the communication process and its impact on interactions.
- Describe engaged and relational listening, their impact on communication and strategies for improving listening skills.
- Explore differences in communication patterns and styles associated with cultural differences and their impact on cross-cultural communication.
- Examine cultural approaches to conflict and communication strategies used to resolve conflict.
- Describe communication patterns and decision-making within groups and teams.
- Examine the impact of interpersonal communication on patient safety.
- Describe the role of communication in relation to health, illness and interaction with health care providers.
- Describe the communication and relational skills relevant to effective leadership.
- Practice assertiveness skills associated with persuasive presentation.

Course Materials and Supplies:
Course Content:

   A. Communication and patient safety.
   B. Communication models and concepts.
   C. Communicator perceptions, self-concept, and self-esteem.
   D. Creating common meanings through verbal and nonverbal cues, empathy, and active listening;
   E. Culture and gender issues.

II. Nurse-Patient Communication: Patient-safe Communication in Professional Relationships.
   A. The nature of nurse-patient relationships; risk and assertiveness.
   B. Patient safety risk factors affecting communication climates; conflict-resolution strategies.
   C. Patient-safe strategies of touch.
   D. Patient-safe strategies of humor.
   E. Nurse-patient relationships during grief, mourning, and loss.
   F. Patient-safe communication and patient education.

III. Health-Care Team Communication: Group Processes and Patient-safe Communication Among Team Members.
   A. Working in groups, teams and organizations.
   B. Understanding group dynamics.
   C. Recognize the differences between person and systems approaches to human errors in health care systems.
   D. Decision-makings strategies.
   E. Recognizing health-care team communication patient strategies designed to build safety into health care.

Instructional Methods

This course will be a combination of lecture, case studies, discussion and exercises. Power point lectures and supplemental resources will be posted on Blackboard.
**Blackboard Supplemental Course Access:** Helpful information for the course may be posted at UST’s Blackboard which can be accessed through the UST website at [http://www.stthom.edu](http://www.stthom.edu) (right column has the Blackboard link).

**Grading Procedures**
Grades are awarded based on the following scale:

<table>
<thead>
<tr>
<th>Grade</th>
<th>Range</th>
</tr>
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<tbody>
<tr>
<td>A</td>
<td>94-100</td>
</tr>
<tr>
<td>A-</td>
<td>90-93.9</td>
</tr>
<tr>
<td>B+</td>
<td>87-89</td>
</tr>
<tr>
<td>B</td>
<td>84-86</td>
</tr>
<tr>
<td>C+</td>
<td>78-80</td>
</tr>
<tr>
<td>C</td>
<td>75-77</td>
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<tr>
<td>D+</td>
<td>69-71</td>
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<tr>
<td>D</td>
<td>65-68</td>
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<tr>
<td>F</td>
<td>&lt;65</td>
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**Major assignments, due dates, and percentage of grade:**

**Activities:** Assignments and requirements will be grouped by topic.

<table>
<thead>
<tr>
<th>Week</th>
<th>Dates</th>
<th>Module/Unit</th>
<th>Topic</th>
<th>Grading</th>
</tr>
</thead>
<tbody>
<tr>
<td>Week 1-2</td>
<td></td>
<td>1</td>
<td>Communication &amp; Patient Safety; Communication Concepts and Models; Ch. 1 &amp; 2</td>
<td>Exam #1 10%</td>
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<tr>
<td>Weeks 3-5</td>
<td></td>
<td>2</td>
<td>Variables That Impact Communication: Perception, Self-fulfilling Prophecies, Self-concept &amp; esteem; Needs &amp; Emotions, Disclosure; Culture &amp; Gender Issues (Ch. 3 &amp; 5)</td>
<td>Exam #2 20%</td>
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<tr>
<td>Weeks 6-7</td>
<td></td>
<td>3</td>
<td>Create Common Meaning: Symbols, Verbal and Nonverbal Cues, Listening</td>
<td>Exam #3 20%</td>
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<tr>
<td>Weeks 8-11</td>
<td></td>
<td>4</td>
<td>Nurse-Patient Relationships: Safety, Communication Strategies; Education (Ch. 6-11)</td>
<td>Group Projects &amp; Simulation Exercises 15%</td>
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<tr>
<td>Week 12-16</td>
<td></td>
<td>5</td>
<td>Group &amp; Organizational Processes, Teams &amp; Patient Safety (Ch. 6-13)</td>
<td>Exam #4 30%</td>
</tr>
<tr>
<td>All Weeks</td>
<td></td>
<td>Participation</td>
<td>Discussion &amp; Case Studies</td>
<td>5%</td>
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</tbody>
</table>
The above schedule may be subject to change in the event of circumstances beyond the instructor’s control. Students will be advised of the changes in a timely fashion.

A more detailed course schedule that includes reading assignments and additional other activities will be provided during the first class session.

Course Requirements

Attendance: Class attendance is required and the student is responsible for all material covered. If student is not able attend class, the instructor should be notified immediately – preferably before the missed session or the student may relinquish their ability to make up missed material. Participation is very important in this class as case studies and exercises complement lecture material. If more than five classes and/or two exams are missed before the withdrawal date, the student should drop the course. Withdrawal from the course is the student's responsibility.

Cell phones and beepers: During class sessions, please keep cell phones and beepers on vibrate or silent mode during class. Do NOT text during class or talk on your cell phone. This is disruptive to the class and you will be asked to leave the classroom if you cannot follow this rule. If you have an emergency communication, please exit and discuss this outside of the classroom to prevent class disruption.

Computer Use Policy: You may use a computer to take notes or refer to class materials in class but not during quizzes or exams. You may be asked to turn off your computer if it is used in ways not permitted in the classroom.

Student Accommodations

In accordance with Section 504 of the Federal Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990, the instructor will make all possible and reasonable adjustments in policies, practices, services, and facilities to ensure equal and optimal educational programs.
and activities. Whenever a special accommodation is necessary to ensure access to full participation by students with disabilities, the student must inform the instructor of any disability or needed accommodations.

The University Office for ADA Compliance may ask to seek proof of disability and specify accommodations as requested by students. Students with special needs should inform the instructor within the first two weeks of class. Students must also contact the Office of Counseling and Disability Services (2nd floor of Crooker Center) by calling Dr. Rose Signorello at 713-525-3162 or Ms. Debbie Jones at 713-525-6953; the Office is open 8-5 Monday through Friday.

The accommodations will become official when the instructor receives official, written notification from the officer in charge of ADA compliance. Students should contact the instructor immediately if new needs arise. Students can see the instructor before or after class or request another time to discuss any matters. All information will be kept confidential.

**Academic integrity**

UST Students should demonstrate integrity in all of their activities, both personal and professional. Any unprofessional behavior or failure to adhere to the honor system is a serious violation of integrity and may result in failure of the course.

**Plagiarism** involves taking credit for another person’s work. Students must cite sources in APA style any time source material (e.g., books, journal articles, internet material, etc.) has been used, paraphrased, or quoted. Quoted material must be placed in quotation marks and referenced appropriately. Please note that copying information directly from a source without giving credit, using friends’ work, buying papers online, re-using one’s own work from previous classes, etc., all constitute plagiarism.

Any instance of plagiarism will result in failure of the course and may result in dismissal from UST. Ignorance is no excuse; if a student remains uncertain about the guidelines for using and citing source material after these issues are addressed in class, the student should seek input from the instructor.

**Please note that Turn It In software will be used routinely to help address insufficient documentation; this software can detect plagiarism.**