

University of Florida
College of Public Health & Health Professions Syllabus
HSC3661/RCS4415: Therapeutic Communication & Lab (3 hours)
Semester: FALL 2016
Delivery Format: On-Campus/Canvas/Top-Hat

Instructor Name: Jamie L. Pomeranz, Ph.D.
Course Day and Time Tuesdays Periods 2-3, 8:30 am – 10:25 am
Room Number: HPNP Auditorium
Phone Number: 352-273-6566
Email Address: Pomeranz@phhp.ufl.edu

Office Hours: By Appointment

Teaching Assistants

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Preferred Course Communication Email

Lab Schedule

Lab #	Lab Section	Period	Day	Time	Location	TA Instructor
1	1217	5	Wednesday	11:45 am – 12:35 pm	G-108	Otufowora
2	1261	5	Wednesday	11:45 am – 12:35 pm	G-109	Pizarro
3	1282	6	Wednesday	12:50 pm – 1:40 pm	G-111	Otufowora
4	1287	6	Wednesday	12:50 pm – 1:40 pm	G-105	Hahn
5	1298	7	Wednesday	1:55 pm – 2:45 pm	G-108	Pizarro
6	1310	8	Wednesday	3:00 pm – 3:50 pm	G-110	Kamirajh
7	1349	8	Wednesday	3:00 pm – 3:50 pm	G-111	Hahn
8	1360	9	Wednesday	4:05 pm – 4:55 pm	G-108	Kamirajh
9	1364	9	Wednesday	4:05 pm – 4:55 pm	G-109	Otufowora
10	1369	8	Thursday	3:00 pm – 3:50 pm	G-108	Kamirajh
11	1371	8	Thursday	3:00 pm – 3:50 pm	G-109	Hahn

Prerequisites

Students must be enrolled in the Bachelor of Health Science Program

Course Overview

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.

Relation to Program Outcomes

This course satisfies the Academic Learning Compact, Outcome #7 which states “Demonstrate effective basic communication skills for health professionals.” Throughout this course, communication skills will be introduced, reinforced, and assessed.

Course Objectives and/or Goals

During this class, students will:

- Develop a basic understanding of how effective communication impacts patient-provider rapport, treatment adherence, treatment outcomes, and overall satisfaction with service.
- Identify and describe their own communication style strengths and weaknesses.
- Demonstrate basic verbal and nonverbal communication skills used in healthcare and public health environments with patients, consumers, families, and the greater community.
- Explain communication strategies for working with diverse populations.
- Describe different strategies to help people and/or communities initiate behavior change.

Required Textbook

No Textbook is required for this class.

Required Equipment

Computer, tablet, or smart phone with high speed internet access.

For technical support for this class, please contact the UF Help Desk at: Learning-support@ufl.edu, (352) 392-HELP (option 2), or <https://iss.at.ufl.edu/help.shtml>

Top Hat

We will be using the Top Hat (www.tophat.com) classroom response system in class. You will be able to submit answers to in-class questions using Apple or Android smartphones and tablets, laptops, or through text message.

You can visit the Top Hat Overview (<https://success.tophat.com/s/article/Student-Top-Hat-Overview-and-Getting-Started-Guide>) within the Top Hat Success Center which outlines how you will register for a Top Hat account, as well as providing a brief overview to get you up and running on the system.

An email invitation will be sent to you by email, but if don't receive this email, you can register by simply visiting our course website: <https://app.tophat.com/e/926725>

Note: our Course Join Code is 926725

Top Hat will require a paid subscription, and a full breakdown of all subscription options available can be found here: www.tophat.com/pricing.

Should you require assistance with Top Hat at any time, due to the fact that they require specific user information to troubleshoot these issues, please contact their Support Team directly by way of email (support@tophat.com), the in app support button, or by calling 1-888-663-5491.

Instructional Methods

Quizzes (20%) – Following each lecture, students will complete a 4-question quiz through canvas (12 quizzes total). Students must be present for the lecture and complete the quiz in class. Any student completing the quiz outside class (e.g., at home) will receive a zero for the quiz, 1 full letter grade reduction off his/her final grade, and reported to the Dean of Students office; subsequent violations will result in an E for the course. Your lowest two quiz grades will be dropped from your overall grade.

Lab Participation/ Skill Building Practice (40%) – Students are expected to attend and participate in all their labs. Students will be randomly selected during lab to practice communication skills during a mock patient-provider interaction. Following each interaction, the student will discuss his/her skills and receive constructive feedback from their classmates and lab instructor. While attendance is required, students must only attend 12 of the 13 labs to earn full credit. Attending and participating in all labs will result in 3 points extra credit.

First Exam (20%) – First Exam covering all materials prior to October 11, 2016

Second Exam (20%) – Second Exam covering all materials after October 11, 2016.

Calendar

Week	Date(s)	Topic(s)	Lab
1	8/23/16	Introduction to the Course 1. Introduction to Lab Instructors 2. Review Syllabus 3. Lab Format	Introduction to the Labs.
2	8/30/16	The Nature of Therapeutic Communication	Discussion
3	9/06/16	Types of Communication	Practice Skills
4	9/13/16	Empathy and Reflection	Practice Skills
5	9/20/16	Interpretation, Self-Disclosure, Advise, and Confrontation	Practice Skills
6	9/27/16	Communication and Patients with Low Literacy, Chronic Illness, and Crisis	Discussion
7	10/4/16	Communication and Patients with Chronic Illness	Discussion
8	10/11/16	First Exam	No Labs
9	10/18/16	Death and Dying	Discussion
10	10/25/16	Addiction	Discussion
11	11/01/16	Motivational Interviewing and Behavioral Change	Practice Skills
12	11/08/16	Interdisciplinary Communication	Discussion
13	11/15/16	Ethics and Communication	Discussion
14	11/22/16	Abuse, Impairment, and Discrimination	Discussion
15	11/29/16	Internet Use and Patient/Provider Communication	Practice Skills
16	12/6/16	Second Exam	No Labs

ACADEMIC REQUIREMENTS AND GRADING

Assignments

Requirement	% of final grade
Quizzes	20%
Lab Participation	40%
First Exam	20%
Second Exam	20%
Extra Credit	3%

Grading

Point system used (i.e., how do course points translate into letter grades).

Letter	A	A-	B+	B	B-	C+	C	D+	D	D-	E
Points	93-100	90-92.9	87-89.9	83-86.9	80-82.9	77-79.9	70-76.9	67-69.9	63-66.9	60-62.9	<60
GPA	4.0	3.67	3.33	3.0	2.67	2.33	2.0	1.33	1.0	0.67	0.0

Please be aware that a C- is not an acceptable grade for graduate students. A grade of C counts toward a graduate degree only if an equal number of credits in courses numbered 5000 or higher have been earned with an A. In addition, the Bachelor of Health Science Program does not use C- grades.

For greater detail on the meaning of letter grades and university policies related to them, see the Registrar's Grade Policy regulations at:

<http://catalog.ufl.edu/ugrad/current/regulations/info/grades.aspx>

Make Up Policy

Consistent with College policy, students are allowed to make up work only if missed as a result of illness, other unanticipated circumstances warranting a medical excuse, or with instructor permission. You must notify the instructor in advance if you will miss a quiz/exam or project deadline. Documentation from a health care provider is required upon your return to class. Project extensions requested for medical reasons must be negotiated at the time of illness.

Policy Related to Required Class Attendance

All faculty are bound by the UF policy for excused absences. For information regarding the UF Attendance Policy see the Registrar website for additional details:

<https://catalog.ufl.edu/ugrad/current/regulations/info/attendance.aspx>

Academic Integrity

Students are expected to act in accordance with the University of Florida policy on academic integrity. As a student at the University of Florida, you have committed yourself to uphold the Honor Code, which includes the following pledge:

“We, the members of the University of Florida community, pledge to hold ourselves and our peers to the highest standards of honesty and integrity.”

You are expected to exhibit behavior consistent with this commitment to the UF academic community, and on all work submitted for credit at the University of Florida, the following pledge is either required or implied:

“On my honor, I have neither given nor received unauthorized aid in doing this assignment.”

It is your individual responsibility to know and comply with all university policies and procedures regarding academic integrity and the Student Honor Code. Violations of the Honor Code at the University of Florida will not be tolerated. Violations will be reported to the Dean of Students Office for consideration of disciplinary action. For additional information regarding Academic Integrity, please see Student Conduct and Honor Code or the Graduate Student Website for additional details:

<https://www.dso.ufl.edu/sccr/process/student-conduct-honor-code/>
<http://gradschool.ufl.edu/students/introduction.html>

Please remember cheating, lying, misrepresentation, or plagiarism in any form is unacceptable and inexcusable behavior.

Online Faculty Course Evaluation Process

Students are expected to provide feedback on the quality of instruction in this course by completing online evaluations at <https://evaluations.ufl.edu>. Evaluations are typically open during the last two or three weeks of the semester, but students will be given specific times when they are open. Summary results of these assessments are available to students at <https://evaluations.ufl.edu/results/>.

SUPPORT SERVICES

Accommodations for Students with Disabilities

If you require classroom accommodation because of a disability, you must register with the Dean of Students Office <http://www.dso.ufl.edu> within the first week of class. The Dean of Students Office will provide documentation of accommodations to you, which you then give to me as the instructor of the course to receive accommodations. Please make sure you provide this letter to me by the end of the second week of the course. The College is committed to providing reasonable accommodations to assist students in their coursework.

Counseling and Student Health

Students sometimes experience stress from academic expectations and/or personal and interpersonal issues that may interfere with their academic performance. If you find yourself facing issues that have the potential to or are already negatively affecting your coursework, you are encouraged to talk with an instructor and/or seek help through University resources available to you.

- The Counseling and Wellness Center 352-392-1575 offers a variety of support services such as psychological assessment and intervention and assistance for math and test anxiety. Visit their web site for more information: <http://www.counseling.ufl.edu>. On line and in person assistance is available.
- You Matter We Care website: <http://www.umatter.ufl.edu/>. If you are feeling overwhelmed or stressed, you can reach out for help through the You Matter We Care website, which is staffed by Dean of Students and Counseling Center personnel.
- The Student Health Care Center at Shands is a satellite clinic of the main Student Health Care Center located on Fletcher Drive on campus. Student Health at Shands offers a variety of clinical services. The clinic is located on the second floor of the Dental Tower in the Health Science Center. For more information, contact the clinic at 392-0627 or check out the web site at: <https://shcc.ufl.edu/>
- Crisis intervention is always available 24/7 from:
 Alachua County Crisis Center
 (352) 264-6789
<http://www.alachuacounty.us/DEPTS/CSS/CRISISCENTER/Pages/CrisisCenter.aspx>

Do not wait until you reach a crisis to come in and talk with us. We have helped many students through stressful situations impacting their academic performance. You are not alone so do not be afraid to ask for assistance.
