



**DEPARTMENT OF NURSING EDUCATION & HEALTH STUDIES**

**COURSE OUTLINE – Fall 2021**

**HC 1030: Communication and Documentation in the Health-Care Environment**

**4 (5-0-0) 60 hours/12 weeks**

Grande Prairie Regional College respectfully acknowledges that we are located on Treaty 8 territory, the traditional homeland and gathering place for many diverse Indigenous peoples. We are honoured to be on the ancestral lands of the Cree, Dene/Beaver and Métis, whose histories, languages, and cultures continue to influence our vibrant community. We are grateful to have the opportunity to work, learn, and live on this land.

**COURSE LEADER:**

Brandy Pearson

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**OFFICE HOURS:** By appointment

**CALENDAR DESCRIPTION:**

This course will focus on the role and responsibilities of the health care aide when communicating effectively as a member of the collaborative care team. Strong communication skills are an important part of being a successful health care aide. The health-care environment requires competent verbal, written, and electronic communication skills, which are part of digital literacy. This course will focus on professional communication with other team members, clients, and client's families; written communication, including documentation in client records and report completion; problem-solving strategies; and handling conflict successfully. A focus on communicating effectively with clients from all cultures while demonstrating cultural competence and understanding the diversity of individuals will be included. Communication strategies for overcoming the challenges and barriers to communication between the client and caregiver caused by disease, illness, and aging in the client will also be discussed.

**PREREQUISITE(S)/COREQUISITE:** None

**DELIVERY MODE(S):**

This course is delivered through 5 hr/week of lecture over 12 weeks and has no associated lab or clinical hours.

**FALL 2021 DELIVERY:**

High Flex- Attend in-Person on GPRC Grande Prairie Campus or Remotely via Zoom. The dates and locations of the onsite components can be found on MyClass in the course calendar. For more information, see lab & lecture attendance and participation information below.

**REQUIRED TEXT/RESOURCE MATERIALS:**

Sorrentino, Sheila A., Remmert, L. & Wilk, M.J.:(2018) Mosby's Canadian Textbook for the Support Worker - Text and Workbook Package

**RECOMMENDED TEXTBOOK:**

Murray, K. :(2020) Integrating a Palliative Approach: Essentials for Personal Support Workers 2nd : Life and Death Matters

**COURSE OBJECTIVES:**

1. Describe principles of communication, including privacy and confidentiality, required for maintaining effective helping and professional relationships.
2. Demonstrate principles of communication that the HCA will use in helping relationships and when working in a collaborative care team to implement the client's care plan.
3. Analyze own communication style and compare it to effective communication strategies required in the HCA role.
4. Apply effective conflict management strategies in relationships.
5. Demonstrate evidence-informed practice principles of accurate documentation and information technology (electronic records and charting) when applicable.
6. Describe the impact that culture and diversity can have on communication.
7. Demonstrate communication strategies and use resources and tools where available specific to diverse clients of different cultural backgrounds.
8. Describe various communication strategies to use with clients experiencing communication impairments or who are displaying responsive behaviours.
9. Apply communication techniques and strategies that support person-centred care and the collaborative team to a variety of situations/scenarios: clients with communication impairments, displaying responsive behaviours, and confused and/or unconscious clients in palliative care and end-of-life situations.
10. Demonstrate and practise effective communication strategies used when delivering person-centred care.

## LEARNING OUTCOMES:

## TRANSFERABILITY:

Please consult the Alberta Transfer Guide for more information. You may check to ensure the transferability of this course at the Alberta Transfer Guide main page

<http://www.transferalberta.ca>.

**\*\* Grade of D or D+ may not be acceptable for transfer to other post-secondary institutions. Students are cautioned that it is their responsibility to contact the receiving institutions to ensure transferability**

## EVALUATIONS:

Evaluation	Value	Date
Course Exam	70% or better	November 19, 2021 (Tentative)
Attendance and Participation	Pass/Fail	

## LECTURES:

Attendance at all lectures is expected. Absence could jeopardize overall performance.

## GRADING CRITERIA:

Please note that most universities will not accept your course for transfer credit **IF** your grade is **less than C-**.

Alpha Grade	4-point Equivalent	Percentage Guidelines		Alpha Grade	4-point Equivalent	Percentage Guidelines
A+	4.0	90-100		C+	2.3	67-69
A	4.0	85-89		C	2.0	63-66
A-	3.7	80-84		C-	1.7	60-62
B+	3.3	77-79		D+	1.3	55-59
B	3.0	73-76		D	1.0	50-54
B-	2.7	70-72		F	0.0	00-49

## COURSE SCHEDULE/TENTATIVE TIMELINE:

Refer to the HC1030 MyClass site for the course calendar and course schedule/tentative timeline.

## STUDENT RESPONSIBILITIES:

Refer to the College Policy on Student Rights and Responsibilities at:

[www.gprc.ab.ca/d/STUDENTRESPONSIBILITIES](http://www.gprc.ab.ca/d/STUDENTRESPONSIBILITIES)

For policies related to clinical absences, immunizations, uniforms, and other clinical requirements please see the GPRC Department of Nursing Education & Health Studies Student Handbook on MyClass

**STATEMENT ON PLAGIARISM AND CHEATING:**

Cheating and plagiarism will not be tolerated and there will be penalties. For a more precise definition of plagiarism and its consequences, refer to the Student Conduct section of the College Calendar at <http://www.gprc.ab.ca/programs/calendar/> or the College Policy on Student Misconduct: Plagiarism and Cheating at <https://www.gprc.ab.ca/about/administration/policies>

\*\*Note: all Academic and Administrative policies are available on the same page.