

## Course Name and Credit Information

COM 305 – Communication in Healthcare

Length: 60 Lecture Hours

Credit Hours: 4 Credit Hours

Delivery Method: Online Asynchronous

Pre-requisites: None

---

## Course Description

This course covers the types of written and oral communications valued by healthcare employers and necessary for success as a healthcare professional. Students will practice creating written documents and oral communications common in the healthcare workplace. In addition, students will gain an understanding of the ethics and politics involved in workplace communications. Students will also practice writing for and speaking to different audiences. Communicating in the Healthcare Workplace reviews effective writing and speaking styles, and it offers opportunities for discussion of healthcare communication issues in an online asynchronous environment.

---

## Learning Objectives

By the end of this course, you will be able to:

1. Interpret and apply effective communication strategies in the healthcare workplace
  2. Use a variety of methods and technology to communicate with different audiences
  3. Identify how written and oral communication affect workplace interactions
  4. Apply critical thinking for inquiry, learning, and communicating in various contexts
  5. Develop grammar, punctuation, and spelling skills through writing and revising
  6. Gather, summarize, synthesize, and explain information from various sources
  7. Demonstrate knowledge of plagiarism and accurate APA style citations
- 

## Learning Resources

Some research readings and articles may be available through the Library & Information Resources Network (LIRN). For research assistance and training, contact the LIRN Librarian at [librarian@lirn.net](mailto:librarian@lirn.net) or use the LIRN link in Canvas to select the help option.

### Required Text:

- Lumen Learning. (2010). *Business Communication Skills for Managers*. Retrieved from <https://courses.lumenlearning.com/wmopen-businesscommunicationmgrs/>

### Optional/Recommended:

- Lumen Learning. (n.d.). *Guide to Writing*. Retrieved from [https://courses.lumenlearning.com/styleguide/?utm\\_referrer=https%3A%2F%2Flumenlearning.com%2Fcourses%2Fguide-to-writing%2F](https://courses.lumenlearning.com/styleguide/?utm_referrer=https%3A%2F%2Flumenlearning.com%2Fcourses%2Fguide-to-writing%2F)

---

### **Attendance /Engagement Expectations**

Students are required to be actively engaged in their courses. The academic week is Monday - Sunday by 11:59 PM (CT) with the exception of week five, which ends at **5PM MT Friday**. To receive credit for attending class, the student must complete a minimum of one weekly graded requirement as defined by the course syllabus.

#### **Please Note:**

- Logging into class without active participation does not constitute weekly attendance.
- New students are required to post attendance at minimum of one time during the first week of class or will be automatically withdrawn from class.
- Students who do not post attendance for two consecutive weeks will automatically be withdrawn from class.
- Students are strongly encouraged to post in the discussion board at least three times per week.

---

### **BSN Late Policy**

Due dates for all coursework will be included in the course calendar, in the Learning Management System (Canvas). Any late work will result in a loss of points. A point deduction of 10% per day, up to three days, may be applied. Assignments cannot be accepted after they are three days late. However, no coursework will be accepted following the course end date. Because the online class discussions require timely posting, and interaction between classmates, no credit can be earned following the close of each discussion.

Please note that the **class ends on Friday at 5 PM on Week 5**. Assignments must be submitted by that time. Late assignments cannot be accepted.

#### **Discussion Board Submission Rules**

1. Your initial post must be posted by Wednesday, 11:59 PM MT, or it will be considered late. Late initial posts will be accepted until Sunday 11:59 pm, but they will receive a 10% deduction in points per day late. Initial posts received after Sunday 11:59 PM MT will not be accepted.
2. You must post at least one response post to two classmates' initial posts, which are due by Sunday, 11:59 PM MT.
3. You must post the initial post and your response post on two different days during the week.

---

## Week 1

### Learning Objectives:

- Interpret and apply effective communication strategies in the healthcare workplace
- Use a variety of methods and technology to communicate with different audiences
- Identify how written and oral communication affect workplace interactions
- Apply critical thinking for inquiry, learning, and communicating in various contexts
- Develop grammar, punctuation, and spelling skills through writing and revising
- Gather, summarize, synthesize, and explain information from various sources
- Demonstrate knowledge of plagiarism and accurate APA style citations

### Topic:

- Office Communication

### Lecture:

- Sway Presentation

### Reading:

- *Business Communication Skills for Managers* - Modules 1, 2, 3, 11
- 4 Steps to Repairing a Toxic Culture: Psychological Safety, Shared Vision, Staff Ownership, and Success Celebration
- Inspire Others Through Transformational Leadership
- Gibb's Reflective Cycle
- Why Being Respectful to Coworkers is Good for business (video)
- What is Reflective Practice? (video)

### Assignments:

- Discussion Board: Toxic Culture
- Assignment 1: Problem/Solution Memo to Supervisor
- Assignment 2: Reflection on Nursing Communication
- APA Quiz: Paper Format

---

## Week 2

### Learning Objectives:

- Interpret and apply effective communication strategies in the healthcare workplace
- Use a variety of methods and technology to communicate with different audiences
- Identify how written and oral communication affect workplace interactions
- Apply critical thinking for inquiry, learning, and communicating in various contexts
- Develop grammar, punctuation, and spelling skills through writing and revising
- Gather, summarize, synthesize, and explain information from various sources
- Demonstrate knowledge of plagiarism and accurate APA style citations

**Topic:**

- Patient Communication

**Lecture:**

- Sway Presentation

**Reading:**

- *Business Communication Skills for Managers* - Modules 13, 5
- Core Concepts of Jean Watson's Theory of Human Caring/Caring Science
- What is Narrative-Based Medicine?
- Using Patient Stories to Reflect on Care
- Role of Infographics in Healthcare
- Infographic Design 101 for Healthcare Professionals
- Watson's Theory of Caring (video)
- The Caring Moment (video)
- Dangers of a Single Story (video)

**Assignments:**

- Discussion: Jean Watson Theory of Care
  - Assignment: Patient Interview on Stress and Narrative story
  - Assignment 2: Infographic on Stress
  - APA Quiz: Plagiarism
- 

**Week 3****Learning Objectives:**

- Interpret and apply effective communication strategies in the healthcare workplace
- Use a variety of methods and technology to communicate with different audiences
- Identify how written and oral communication affect workplace interactions
- Apply critical thinking for inquiry, learning, and communicating in various contexts
- Develop grammar, punctuation, and spelling skills through writing and revising
- Gather, summarize, synthesize, and explain information from various sources
- Demonstrate knowledge of plagiarism and accurate APA style citations

**Topic:**

- Peer-to-Peer Communication

**Lecture:**

- Sway Presentation

**Reading:**

- *Business Communication Skills for Managers* - Module 12
- Using Wikis for Learning and Collaboration
- Writing Instructions

**Assignments:**

- Discussion: Effective Peer-to-Peer Education
- Assignment 1: Wiki
- Assignment 2: Editing 2 peers' Wikis
- APA Quiz: In-text citations

---

**Week 4****Learning Objectives:**

- Interpret and apply effective communication strategies in the healthcare workplace
- Use a variety of methods and technology to communicate with different audiences
- Identify how written and oral communication affect workplace interactions
- Apply critical thinking for inquiry, learning, and communicating in various contexts
- Develop grammar, punctuation, and spelling skills through writing and revising
- Gather, summarize, synthesize, and explain information from various sources
- Demonstrate knowledge of plagiarism and accurate APA style citations

**Topics:**

- Community Communication

**Lecture:**

- Sway Presentation

**Reading:**

- *Business Communication Skills for Managers* - Modules 3, 10
- What Happens if a Nurse Violates HIPPA?
- Social Media in Healthcare
- How Social Media is Shaking up Public Health and Healthcare
- 5 Tips for Writing a Great Healthcare Blog
- Top 50 Fantastic Blogs for Nurses 2018
- 30 Healthcare Blogs to Help You Keep a Pulse on the Industry
- 50+ Social Media Sites You Need to Know in 2020
- Social Media Guidelines for Nurses (video)
- What is a Blog? (video)

**Assignments:**

- Discussion: Using Social Media for Community Outreach & Education
  - Assignment 1: Community Health blog + 2 peer comments
  - Assignment 2: Blog Announcement Email
  - APA Quiz: Reference Lists
- 

**Week 5****Learning Objectives:**

- Interpret and apply effective communication strategies in the healthcare workplace
- Use a variety of methods and technology to communicate with different audiences
- Identify how written and oral communication affect workplace interactions
- Apply critical thinking for inquiry, learning, and communicating in various contexts
- Develop grammar, punctuation, and spelling skills through writing and revising
- Gather, summarize, synthesize, and explain information from various sources
- Demonstrate knowledge of plagiarism and accurate APA style citations

**Topics:**

- Healthcare Industry Communication

**Lecture:**

- Sway Presentation

**Reading:**

- *Business Communication Skills for Managers* - Module 4
- Creating High-Performance Interprofessional Teams
- Interprofessional Collaboration Improves Healthcare
- Nursing Innovations Allow RNs to Spread Their Wings
- Effective Query Letters. Effective Queries Can Save Authors Time and Effort
- Why All Nurses Can/Should be Authors
- How Nurses Can Drive Healthcare Innovation (video)

**Assignments:**

- Discussion: Interprofessional Communication
- Assignment 1: Article for the *American Nurse* journal
- Assignment 2: Query email for *American Nurse* journal
- APA Quiz: Common Conventions

---

## Grading System

### Evaluation Method

Total	100%
Discussions	20%
Assignments	75%
Quizzes	5%

---

### Institutional Grading Policy

Letter Grade	Percentage	GPA Equivalent	Status
A	94% - 100%	4.0	Passing
A-	90% - 93%	3.7	Passing
B+	87% - 89%	3.3	Passing
B	84% - 86%	3.0	Passing
B-	80% - 83%	2.7	Passing
C+	77% - 79%	2.3	Passing
C	74% - 76%	2.0	Passing
C-	70% - 73%	1.7	Not Passing
D+	67% - 69%	1.3	Not Passing
D	64% - 66%	1.0	Not Passing
D-	60% - 63%	0.7	Not Passing
F	0% - 59%	0.0	Not Passing
AU	-	**	Audit
I	-	**	Incomplete
S	-	**	Scheduled
T	-	**	Test Out
TC	-	**	Transfer Credit
W	-	**	Withdrawal
WF	0%	0.0	Withdrawal Fail
L	-	**	Leave

---