

Medical Education Program

MED 0710 - Effective Interpersonal Communication and Collaboration in a Health Professions Environment

I. Course Information

Course: MED 0710 - Effective Interpersonal Communication and Collaboration in a Health Professions Environment

Semester Credit Hours: 3.0

Course CRN and Section: 20560 - L01

Semester and Year: Fall 2021

Course Start and End Dates: 10/18/2021 - 12/12/2021

Building and Room: Online Venue - CANVAS

Course Format:

There will be asynchronous class assignments on Canvas throughout the week and we will meet together face-to-face via Zoom. During this time, it is expected that all participants will be fully engaged with their cameras on.

II. Course Management Team

Course Director:

Terry Morrow Nelson, Ph.D.

Assistant Dean of Student Affairs, College of Health Care Sciences

Associate Professor

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Course Faculty:

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Program Director

Kimberly Valenti, M.Ed.

Director, Medical Education Program

Director, Interprofessional Education

Dr. Kiran C. Patel College of Osteopathic Medicine

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III. Class Schedule and Location

Day	Date	Time	Location	Building/Room
	10/18/2021 - 12/12/2021		Programs On-line	Online Venue-CANVAS

There will be asynchronous assignments throughout the week, and our class will meet via Zoom on Thursdays from 5:30pm to 7pm.

IV. Course Description

In this course, students will explore the importance of effective communication, specific to learning and clinical environments, including the roles of gender and culture, concepts of verbal and nonverbal expression, conflict resolution, and active listening.

Course Goals:

Course Information:

V. Course Objectives / Learning Outcomes

1. Understand how to identify and manage multiple, interlinked sources of conflict in a health professions environment.
2. Identify the different types of conflicts that teams may experience and evaluate the methods that can be employed to prevent, reduce and/or manage team conflicts.
3. Identify and practice applying communication skills in order to become better communicators.
4. Practice different tools and techniques to constructively and proactively manage anger in the health professions.
5. Develop and apply competencies for interprofessional collaborative practice.

Course Outcomes:

VI. Materials and Resources

Book Url: [NSU Book Store](#)

Course Required Texts and Materials:

Communication and Conflict Resolution Skills 2nd Edition by Neil Katz, John Lawyer and Marcia Sweedler. ISBN 0757578756

Communication Skills for the Health Care Professional: Context, Concepts, Practice, and Evidence 3rd Edition by Gwen van Servellen. ISBN 128414142X

Section Required Texts and Material:

Interprofessional Education Collaborative. (2016). Core competencies for interprofessional collaborative practice: 2016 update. Washington, DC:Interprofessional Education Collaborative. Retrieved on October 17, 2021 at <https://ipec.memberclicks.net/assets/2016-Update.pdf>

Mason, S. and Rychard, S. (Dec, 2005). Conflict Analysis Tools Tip Sheet: Swiss Agency for Development and Cooperation, SDC Conflict Prevention and Transformation Division (COPRET). Retrieved on September 14, 2020 from <https://css.ethz.ch/content/dam/ethz/special-interest/gess/cis/center-for-securities-studies/pdfs/Conflict-Analysis-Tools.pdf>.

Recommended Materials: Royeen, C.B., Jensen, G.M., Harvan, R.A. (2009). Leadership in Interprofessional Health Education and Practice. Subsbury, MA: Jones and Bartlett Publishers.

VII. Course Requirements

Course requirements include various assignments, discussion postings, course participation, and a course paper. Written submissions are expected to be of scholarly quality.

Students are expected to purchase required textbooks and stay current with the reading assignments.

Students must incorporate relevant material from the readings into class discussions and submitted papers and are encouraged to access supplemental resources to augment principles covered.

VIII. Assignments

Canvas Discussions (40 points total)

There are eight (8) discussion postings required. Each week, students will share five concepts that were

most meaningful in the assigned readings that week and answer the following questions. For each concept, students please do the following:

- Provide a brief overview of the concept as if you were teaching someone else about it.
- Share an example of how you might apply it in your current professional setting.
- Share why you believe it is important?

Each post should be approximately 400-500 words in length. Full points will be awarded based on whether the above elements are included, the assignment is thoughtfully-written, and the assignment is the required length.

Grading Criteria

- 5 points: The journal covers all three elements, it is thoughtful and offers good examples, and is 400 to 500 words.
- 3 points: The journal covers 2 out of 3 of these elements
- 1 point: The journal covers 1 out of 3 of these elements.

Team Project and Presentation (25 points total)

See Canvas for more information.

Course Paper A Systems Design for Change (25 points total)

Choose an organization you will analyze through the lens of effective communication collaboration concepts. The closer you are to the organization, the more effective the application of the conflict analysis model. The purpose of the paper is to provide the reader with complete picture of your analysis of a conflict that results in the action plan you design. Students will design a systemic action plan to address every issue identified and explored through the conflict analysis.

The paper should include the following:

Case Overview – one page

- An introduction to the organization or group and the current situation you have identified.

Analysis – three pages

- An analysis of the issues using one of the conflict analysis tools discussed in class.
- A discussion of the positions, underlying interests, and needs of the parties involved.
- Discussion of how eight communication, collaboration, or conflict resolution concepts of your choice might help us understand this issue.
- Discussion about the implications of the Core Competencies for Interprofessional Collaborative Practice.

Action Plan – two to three pages

- Application of how at least 5 communication and conflict resolution tools shared in this course can be applied to this case.
- Discussion of the application of the Core Competencies for Interprofessional Collaborative Practice.
- Create an action plan for how you will address the situation.
- Use the template below to portray the issue, action to address the issue, person responsible, timeline, and measurable outcome.

Issue	Action	Responsible Party	Due Date	Outcome

Conclusion – one page

- What will be different as a result of your analysis and actions?
- What might limit positive resolution of the problem?
- What do you expect will be most challenging and what do you think will create early wins?

The paper parameters include:

- Maximum Paper Length: 7-8 double spaced pages (maximum), exclusive of the title page, table of contents, appendices, and references.
- Scholarly quality that displays masters level depth and breadth.
- Clearly and thoroughly define and identify appropriate issues and relevant interventions in a systemic perspective.
- Clearly demonstrate your ability to apply the concepts, strategies, and theories learned through course readings and class discussions.
- APA 7 format: Analysis narrative, title page, table of contents, appendices and references

COURSE ASSESSMENTS:

Assessments	Points
Eight (8) Discussion Board Posts	40 points
Course Participation	10 points
Team Project and Presentation	25 points
<i>Systems Design for Change</i> Course Paper	25 points
MED 0710 Final Grade	100 points = 100%

IX. Course Policies

Attendance:

Attendance at all scheduled classes is required by HPD policy.

This course is offered in an 8 week format and it is expected that students attend all class periods.

Students will lose one percentage point for participation for the first class and 1.5 percentage points for classes 2-8.

Late Assignments:

In order to be fair to your classmates who hand in assignments on time, please do not request an extension except for a major crisis (death, severe illness). If you need to request an extension without penalty, it must be done at least 1 day before the paper or assignment is due. Students will lose 10% per day on late assignments.

Please refer to the current NSU Dr. Kiran C. Patel College of Osteopathic Medicine Student Handbook.

X. Course Schedule

Course Schedule:

- [***Weekly Course Readings and Assignments***](#)

<i>Week</i>	<i>Readings</i>	<i>Assignment</i>	<i>Points</i>	<i>Due Date</i>
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1	<p>Introductions, course overview, and Core Competencies for Interprofessional Collaborative Practice</p> <p>Core competencies for interprofessional collaborative practice: https://nebula.wsimg.com/2f68a39520b03336b41038c370497473?AccessKeyId=DC06780E69ED19E2B3A5&disposition=0&alloworigin=1</p> <p>van Servellen Preface</p>	<p>Weekly Journal</p> <p>Meet on Thursday from 5:30pm - 7:00pm via Zoom</p>	5	October 20
2	<p>Health Care Communications in an Evolving Health Care System</p> <p>van Servellen Chapters 1- 3 Katz and Lawyer Chapters 1- 3</p>	<p>Weekly Journal</p> <p>Meet on Thursday from 5:30pm - 7:00pm via Zoom</p>	5	October 27
3	<p>Foundations for Understanding Communications in Health Care</p> <p><i>van Servellen Chapters 4, 5, and 6</i></p> <p>Mason, S. and Rychard, S. (Dec, 2005). Conflict Analysis Tools Tip Sheet: Swiss Agency for Development and Cooperation, SDC Conflict Prevention and Transformation Division (COPRET). Retrieved on September 14, 2020 from https://css.ethz.ch/content/dam/ethz/special-interest/gess/cis/center-for-securities-studies/pdfs/Conflict-Analysis-Tools.pdf.</p>	<p>Weekly Journal</p> <p>Meet on Thursday from 5:30pm - 7:00pm via Zoom</p>	5	
4	<p>Critical Competencies in Therapeutic Communications</p> <p><i>van Servellen Chapters 7, 8, and 9 (optional chapters 10, 11, 12, 13, and 14)</i></p>	<p>Weekly Journal</p> <p>Meet on Thursday from 5:30pm - 7:00pm via Zoom</p>	5	November 11

5	<p>Communications Across Teams and Managing Conflict</p> <p><i>van Servellen Chapters 19 and 20</i> <i>Katz and Lawyer Chapters 4 – 6</i></p>	<p>Weekly Journal</p> <p>Meet on Thursday from 5:30pm - 7:00pm via Zoom</p> <p>Team Project Due</p>	5 25	<p>November 18</p> <p>November 17</p>
6	<p>Ethics and Communications in Health Care</p> <p>Van Servellen Chapters 22 and 23 (optional chapter 21)</p>	<p>Weekly Journal</p> <p>No Zoom class</p>	5	November 25
7	<p>Patient-Centered Care in Challenging Circumstances</p> <p><i>van Servellen Chapters 15 and 18 (optional 16 and 17)</i> <i>Katz and Lawyer Chapter 7</i></p>	<p>Weekly Journal</p> <p>Meet on Thursday from 5:30pm - 7:00pm via Zoom</p> <p>Team Presentations</p>	5	December 1
8	<p>Transforming Health Care Through Changing Patient Behaviors</p> <p>van Servellen Chapters 24, 25, and 27 (optional Chapter 6)</p>	<p>Weekly Journal</p> <p>Meet on Thursday from 5:30pm - 7:00pm via Zoom</p> <p>Final Paper Due</p>	5 25	December 8