HSC 305 Professional Communication & Relationship Centered Care  
Spring 2019

Faculty: Professor Margaret Walker, Ed.D., MSN, MBA, RN, FRE  
School of Health Sciences: 605-658-6500  
Cellular Telephone: 603-942-8429  
E-Mail: <access via Course Mail> or Margaret.Walker@usd.edu  
Please note that I am teaching online and do not have a campus office  
Delivery Method: Discussion/recitation, group work, service learning, activities

The Department of Health Sciences supports inclusivity—the state of all-embracing that is culturally attune, and which incorporates the needs and viewpoints of diverse communities to create an environment that feels welcoming to everyone, and where each individual feels he/she is valued.

I. Course Description

This course provides an opportunity to explore professional communication essential to working as a member of the inter-professional team in health care. Customer service (care) is a key component of this course, and it is explored in the dimensions of relationship-centered care and its role in a reformed system of health care.

Rationale

This course provides the background to help students continue on a journey of self-reflection and understanding; to introduce them to the interactions between health professionals and clients and the dynamics of this relationship; and to develop an awareness of the larger organizational, societal, and health care context in which the relationship takes place.

II. Course Prerequisites

A. Previous courses/experience

None
III. Course Goals

Students will develop skills in professional communication, teamwork, professional preparation, customer service, and relationship-centered care as each relates to a profession in health sciences. This course falls under the System-wide Graduation Requirements (SGR) goal of Expertise, with students focusing on one or more areas of in-depth study through their major and minor coursework, developing a level of expertise that will serve them not only in their intended career but also as educated citizens.

IV. Course & Program Learning Outcomes

HSC 305 is designed to assist the student in developing the eight end-of-program outcomes for the health sciences major.

<table>
<thead>
<tr>
<th>HSC 305 Professional Communication &amp; Relationship Centered Care Learning Outcomes</th>
<th>Corresponding Health Sciences Program Outcomes</th>
<th>Assessment of Outcomes Achievement</th>
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</thead>
<tbody>
<tr>
<td>1. Develop specific skills, competencies, and views needed by professionals in health care (ESSENTIAL).</td>
<td>Professionalism Valuing Problem solving Communication</td>
<td>Kiersey Temperament Sorter and Values Assessment &amp; Health Philosophy Assignments Portfolio work (Resume, cover letter, and thank you letter) E-Portfolio</td>
</tr>
<tr>
<td>2. Learn fundamental principles, generalizations, or theories in health care (IMPORTANT).</td>
<td>Community Citizenship Teamwork Communication Valuing Professionalism</td>
<td>Service Learning Paper SOAP notes and SBAR communication</td>
</tr>
<tr>
<td>3. Learn to apply course material to improve thinking, problem solving and decision making in health care (IMPORTANT).</td>
<td>Professionalism Communication Teamwork</td>
<td>In-class and supplemental activities Chapter quizzes</td>
</tr>
<tr>
<td>4. Develop skills to become inclusive of diverse</td>
<td>Teamwork Valuing</td>
<td>Group Assignment Team discussion</td>
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</tbody>
</table>
people, ideas, and experiences both within and outside of health care (SUPPLEMENTAL).

5. Learn to work effectively as part of an interdisciplinary/interprofessional team (SUPPLEMENTAL).

   Legacy interview assignment

   5. Learn to work effectively as part of an interdisciplinary/interprofessional team (SUPPLEMENTAL).

   Professionalism
   Teamwork

   In-class and supplemental activities
   Chapter quizzes
   Exams/Midterm
   Group Presentation

6. Learn to recognize, value, and respect community service as integral to the discipline of health care (SUPPLEMENTAL).

   Professionalism
   Teamwork
   Communication
   Valuing

   In-class and supplemental activities
   Service Learning Assignment
   Chapter quizzes
   Exam/Midterm

V. Required Textbook(s)


VI. Instructional Methods

1. Course readings will include textbook readings and any supplemental readings posted in D2L.
2. Class activities and your assignments will include lecture, case studies, class discussion, video clips, presentations, guest speakers, and hands-on activities and projects.

   Professional Communication & Relationship Centered Care HSC 305 Walker Spring 2019
3. Reflections

VII. Evaluation Procedures
   1. Drop box assignments: You will have drop box assignments throughout the course. Specific instructions and the grading rubrics will be provided for you in the course.
   2. Traditional Assessments
      a. Exams and quizzes evaluated by instructor answer key
      b. Papers
      c. Participation in class
   3. Performance Assessments
      a. Service learning project and action piece evaluated by rubric
      b. Portfolio components (resume, cover, and thank you letters)
      c. Small group projects.
      d. E-portfolio evaluated by rubric.

VIII. Online schedule located in the Getting started and week one Content sections of the online classroom.

IX. Grading for Coursework Required within the Major

1. The grading scale used for all HSC prefix coursework is:
   a. Grade A    90 – 100%    900-1000
   b. Grade B    80 – 89%     800-899
   c. Grade C    70 – 79%     700-799
   d. Grade D    60 – 69%     600-699
   e. Grade F    59% and below 0-599

2. A maximum of 1000 points can be earned in this course.
3. Grades will be posted in D2L.
4. No extra credit can be earned in any HSC prefix course.
5. Assignment and course completion
   a. Any course assignments that are not submitted by the established deadline (Sundays, 11:59 PM, check schedule for exact dates) will result in a grade of zero (0) for the assignment.
   b. The final course grade may be reduced by up to 15% of the total points earned for behavior that is not consistent with that expected of a professional person, including, but not limited to, late assignments or failing to hand in completed assignments. For example, if you earn 800 points for completed work, but chose to not complete an assignment, your course grade earned could be a “D”. This is calculated in the following manner: 15% of 800 points is 120 points (800 – 120 = 680, which is a 68%, or a “D”).
<table>
<thead>
<tr>
<th>Requirements</th>
<th>% Grade</th>
<th>Points Possible</th>
<th>Points Earned</th>
</tr>
</thead>
<tbody>
<tr>
<td>E-portfolio</td>
<td>1</td>
<td>10</td>
<td>10</td>
</tr>
<tr>
<td>HSC Handbook</td>
<td>1</td>
<td>10</td>
<td>10</td>
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<td>Vail tutor</td>
<td>1</td>
<td>10</td>
<td>10</td>
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<td>Values Assessment</td>
<td>1</td>
<td>10</td>
<td>10</td>
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<tr>
<td>Kiersey Temperament Sorter</td>
<td>1</td>
<td>10</td>
<td>10</td>
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<tr>
<td>SOAP notes</td>
<td>2</td>
<td>20</td>
<td>20</td>
</tr>
<tr>
<td>SBAR</td>
<td>2</td>
<td>20</td>
<td>20</td>
</tr>
<tr>
<td>Legacy interview</td>
<td>10</td>
<td>100</td>
<td></td>
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<tr>
<td>Health Philosophy paper</td>
<td>10</td>
<td>100</td>
<td></td>
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<tr>
<td>Sanford Learn departmental requirements</td>
<td>1</td>
<td>10</td>
<td></td>
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<tr>
<td>Midterm</td>
<td>5</td>
<td>50</td>
<td></td>
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<tr>
<td>Final</td>
<td>8</td>
<td>80</td>
<td></td>
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<tr>
<td>Service Learning Project</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Information Sheet (20) and Verification Form Completion (80)</td>
<td>10</td>
<td>100</td>
<td></td>
</tr>
<tr>
<td>Final Service Learning Reflection</td>
<td>10</td>
<td>100</td>
<td></td>
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<tr>
<td>Discussion participation 3 posting/week minimum (15)</td>
<td>24</td>
<td>240</td>
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<td>Portfolio Work</td>
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<tr>
<td>Resume (100)</td>
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<td>Cover Letter (20)</td>
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<tr>
<td>Thank You Letter (10)</td>
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Total Points Possible: 1000
Total Points Earned

<table>
<thead>
<tr>
<th>Course Grade Earned</th>
<th>Percentage</th>
<th>Letter Grade</th>
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X. Electronic Communication:

1. Because of ever-increasing reliance on electronic communications to more effectively and efficiently conduct official business with students of the University of South Dakota, certain electronic communication standards must be set by the University. As a result, email and announcements posted in myUSD Portal are considered official forms of communication at the University of South Dakota. It is imperative students understand that portal announcements and the University assigned e-mail addresses associated with the USD account shall be the official means of communication while they are a student and that they are responsible for information conveyed via announcements and email. The University has the right to expect that those communications be read in a timely fashion. Thus, as a student, you are responsible for checking your coyote e-mail account on a daily basis and you are responsible for all communication sent to you through your coyote e-mail account.

2. All formal electronic communication between the department faculty and student will occur via the D2L communication system. You can forward D2L email to your University coyote.edu address.

3. You cannot respond to an email sent from D2L through your coyote account. You will still need to respond to the email through D2L.

4. For more information on using D2L please visit the portal: http://my.usd.edu  For access to D2L visit:  https://d2l.sdbor.edu/

Instructor response time to D2L mail or phone messages

- I will check messages once during the day Monday through Friday and I will respond by the next business day.

- Weekend messages will be returned as soon as possible on the next business day.

- Feedback on written assignments and assessments will be primarily via the grading rubric and feedback box in D2L. Please call me if you need clarification or additional guidance on an assignment.

- If you do not receive a response to an e-mail within 24 hours Monday through Friday or if sent on the weekend, you have not received a response by the next business day, please call or notify me in person. There may have been an error in sending/receiving the e-mail.

- NOTE: Feedback on written assignments and assessments will be provided within two weeks of the due date unless otherwise notified.

XI. Technology Requirements:
Students registered for HSC 305 are required to have internet access and a current USD e-mail address. All computers should be able to run the latest editions of operating systems and programs utilized during the course. All course communication will be facilitated within D2L including notices and updates, assignments, drop-box submissions, and grades. Please contact the USD Information Technology Services Help Desk for assistance with D2L. Office: I.D. Weeks Room 104, (605) 658-6000, https://portal.usd.edu/technology/helpdesk/

1. **Internet browser:** Refer to CDE Online Orientation for this information. The orientation guide contains important information on accessing USD’s resources available to you online.
   http://www.usd.edu/-/media/files/usd-online/online-orientation-guide.ashx?la=en

2. **Information Technology Services (ITS):** The ITS Help Desk provides prompt, knowledgeable and courteous computing support services.
   a. ITS Help Desk is located in the I.D. Weeks Library, Room # 104.
   b. Online Request Form - Create a support ticket with the ITS Help Desk Email Available 24x7: https://portal.usd.edu/technology/helpdesk/
   c. Phone Available 24x7
      i. On Campus: 605-658-6000
      ii. Toll Free: 877-225-0027
   d. The ITS campus office is closed on university holidays

3. **Desire2Learn - D2L:** Desire2Learn (D2L) is a course management system that is used by all South Dakota Board of Regents Universities. The Department of Health Sciences faculty uses D2L for all coursework, whether it is delivered on or off-campus. All coursework materials are provided within the D2L course and are available electronically to students 24/7. All course communication is facilitated within D2L including lecture notes, slides, assignments, drop-box submissions, and grades.

4. **Turnitin:** The Department of Health Sciences requires all writing assignments for the Health Sciences Major to be submitted to Turnitin to check for plagiarism. For your convenience, TurnItIn has been integrated directly into the D2L Dropbox tool.

5. **Collaborate Ultra:** Collaborate Ultra may be used for class participation and to share information and documents in an online session. Collaborate Ultra is a new, user-friendly version of Collaborate, available on desktops, laptops, and mobile devices. For the best experience using Collaborate Ultra, participants should use Google’s Chrome web browser. For an orientation guide please visit:
   https://docs.google.com/document/d/192rZjeIy25tP261-fmE9Q7YQiljy_tkT66zF891_0oPo/edit?ts=57966337

6. **VAIL (Virtual Academic Integrity Laboratory) Tutor**
a. The completion of Vail Tutor is required once per academic school year with a minimum score of 90%.
b. The tutor is available through the University of Maryland University College at http://www.umuc.edu/current-students/learning-resources/academic-integrity/tutorial/index.cfm. The tutor consists of 4 modules:
   ▪ Module 1: Understanding Academic Integrity, Plagiarism, and Cheating
   ▪ Module 2: Understanding How to Avoid Plagiarism: tips and Strategies
   ▪ Module 3: Documentation Styles: When and How to Use them
   ▪ Module 4: Plagiarism Policies
c. There is a quiz at the end of the tutorial that covers all four modules. After completing and scoring the quiz, your Report of Successful Completion will be available to you. You may retake the quiz as often as needed to achieve the required score. Once you have received the required score, you will need to copy or print and scan your Report of Successful Completion and save. You will then submit the saved Report of Successful Completion to the drop box for this assignment.

Policies

University of South Dakota Student Handbook
http://www.usd.edu/~media/files/student-life/usdstudenthandbook.ashx

Student Accountability:

It is the responsibility of the student to know and to adhere to the policies, procedures, and deadlines of the University and the Department of Health Sciences.

Disability Accommodation
http://www.usd.edu/student-life/disability-services/accommodation-process

Any student who feels they may need academic accommodations or access accommodations based on the impact of a documented disability should contact and register with Disability Services during the first week of class or as soon as possible after the diagnosis of a disability. Disability Services is the official office to assist students through the process of disability verification and coordination of appropriate and reasonable accommodations. Students currently registered with Disability Services must obtain a new accommodation memo each semester. Please note: if your home institution is not the University of South Dakota but one of the other South Dakota Board of Regents institutions (e.g., SDSU, SDSMT, BHSU, NSU, DSU), you should work with the disability services coordinator at your home institution.

Ernetta L. Fox, Director
Diversity and Inclusive Excellence
The University of South Dakota strives to foster a globally inclusive learning environment where opportunities are provided for diversity to be recognized and respected. To learn more about USD’s diversity and inclusiveness initiatives, please visit the website for the Office of Diversity.

Notice of Nondiscriminatory Policy

Federal Law prohibits discrimination on the basis of disability (Section 504 of the Rehabilitation Act of 1973, The Americans with Disabilities Act of 1990, and the Americans with Disabilities Act Amendment Act of 2009. USD is obligated to provide equal access for all persons with disabilities. In accordance with the South Dakota Board of Regents Policy 1:19, the institutions under the jurisdiction of the Board of Regents shall offer equal opportunities in employment and for access to and participation in educational, extension and other institutional services to all persons qualified by academic preparation, experience, and ability for the various levels of employment or academic program or other institutional service, without discrimination based on sex, race, color, creed, national origin, ancestry, citizenship, gender, gender identification, transgender, sexual orientation, religion, age, disability, genetic information or veteran status or any other status that may become protected under law against discrimination. The Board reaffirms its commitment to the objectives of affirmative action, equal opportunity and non-discrimination in accordance with state and federal law. Redress for alleged violations of those laws may be pursued at law or through the procedures established by the provisions of 1:18 of this policy. For additional information, please contact the Director, Equal Opportunity and Chief Title IX Coordinator, Room 205 - Slagle, Vermillion, SD 57069. Phone: 605-677-5651 E-Mail: equalopp@usd.edu.

Admission decisions are made without regard to disabilities. All prospective students are expected to present academic credentials at or above the minimum standards for admission and meet any technical standards that may be required for admission to a specific program. If you are a prospective student with a disability and need assistance or accommodations during the admission/application process, please contact the Director of Disability Services, 119B Service Center North, USD, Vermillion, SD 57069. Phone: 605-677-6389 Fax: 605-677-3172 E-Mail: dservice@usd.edu

Professional Standards of Conduct:
Professional conduct is expected of every student enrolled in Health Sciences coursework, whether he/she is a declared major or not. Professional conduct is evidenced in behaviors which represent:

1. Ethical conduct
2. Integrity and honesty
3. Accountability
4. Respect for oneself, others and the rights of privacy and confidentiality
5. Appearance and communication consistent with a professional.
6. Respectful behavior in interpersonal relationships with peers, superiors, clients, and their families
7. Adherence to deadlines set by the faculty

Professional Behaviors Grade

Students in the Department of Health Sciences are expected to exhibit professional behavior. Evaluation of professional behaviors is incorporated into final course grading. Professional behaviors include but are not limited to: honesty, integrity, accountability, attendance, participation, professionalism, communication, teamwork, leadership and completion of all course assignments.

- The final course grade may be reduced by up to 15% of the total points earned for behavior that is not consistent with that expected of a professional person.
- A student who fails to exhibit professional behaviors may be dropped from the course, based on the discretion of the instructor.
- A student may be dismissed from the department for unprofessional behavior at the recommendation of the Health Sciences faculty team.

Course Participation

Your active participation in the course is required and models that of the professional healthcare provider. It is important that you take responsibility for participating in course discussions and activities as required. All students are expected to read and prepare assigned materials prior to established deadlines.

Assignments

All work must be submitted by the required date and time. No credit will be earned for exams or papers that are turned in after their deadlines. In addition, the final course grade may be reduced by 15% of the total points earned.

Academic Integrity

The University of South Dakota considers plagiarism, cheating, and other forms of academic dishonesty inimical to the objectives of higher education. The University supports the imposition of penalties on students who have been adjudicated to have engaged in academic dishonesty, as defined in the “Conduct” section of the University of
South Dakota Student Handbook, and South Dakota Board of Regents policy 2-33

No credit can be given for a dishonest assignment. A student found to have engaged in any form of academic dishonesty may, at the discretion of the instructor, be:

a. Given a zero for that assignment.
b. Allowed to rewrite and resubmit the assignment for credit.
c. Assigned a reduced grade for the course.
d. Dropped from the course.
e. Failed in the course.

Freedom in Learning

Under Board of Regents and University policy student academic performance may be evaluated solely on an academic basis, not on opinions or conduct in matters unrelated to academic standards. Students should be free to take reasoned exception to the data or views offered in any course of study and to reserve judgment about matters of opinion, but they are responsible for learning the content of any course of study for which they are enrolled. Students who believe that an academic evaluation reflects prejudiced or capricious consideration of student opinions or conduct unrelated to academic standards should contact the dean of the college or school that offers the class to initiate a review of the evaluation.

Student Rights & Responsibilities Office

Muenster University Center, 206
Phone: 605-677-6030
Email: srr@usd.edu

The office of Student Rights & Responsibilities (SRR) is charged with ensuring that the individual rights of students are upheld throughout the university community, while common standards for personal behavior are evidenced by all who enjoy USD affiliation. In addition to administering due process and adjudicating allegations of misconduct, SRR can assist with procedural questions related to SDBOR policy 3:4, the Student Code of Conduct, such as the referral process and resolution options, as well as in identifying available resources to support student success.

- SRR is committed to fostering an environment of engaged citizenship for students.
- Accordingly, reasoned and civil discourse, integrity and intellectual honesty, and the recognition of the rights of all are encouraged.
- SRR aids in cultivating a campus-wide ethic of accountability through its conduct processes.
Student Appeals for Academic Affairs SD BOR Policy 2:9

Students have the right to initiate the Academic Appeals Policy of the University of South Dakota as a means to redress any form of unjust, oppressive, discriminatory, or fundamentally unfair practice affecting a student's academic performance and progress. Undergraduate Academic Appeals forms may be found on myUSD Portal. For questions regarding health sciences courses, contact Academic Affairs (Slagle Hall 105, 677-6497), or the Academic Dean of the School of Health Sciences.

Cultural Insensitivity and Bullying

One of the responsibilities and expectations of University of South Dakota students is that they will participate in the creation of a positive climate at USD that welcomes, comforts, and is inclusive of all students in the Residence Halls, classrooms, student organizations, and other parts of the University. Two critical issues that lead to a negative climate for and experience of diverse students are cultural acts of insensitivity and “bullying.” Making fun of or degrading individuals and the groups to which they belong is considered an act of cultural insensitivity. Bullying is defined as unwanted, aggressive behavior that is repeated, or has the potential to be repeated, over time. Bullying is repeated, deliberate, and disrespectful behavior that has the intent of hurting someone else. Teasing; making fun of; laughing at, or harassing someone over time is bullying. Bullying hurts, creates a negative climate, and can disrupt another student's ability to function, sleep, concentrate, and to be academically successful.

South Dakota Board of Regents Policies
http://www.usd.edu/policies/south-dakota-board-of-regents
Students shall refer to the above link for the most current versions of South Dakota Board of Regents Policies. Sections 1-3 affect all University students.

Student Appeals for Academic Affairs South Dakota (SD) Board of Regents Policy 2:9

Student Code of Conduct SD Board of Regents Policy 3:4