

Spokane Community College

COURSE LEARNING OUTCOMES (CLO) AND OUTLINE

Course Title: Human Relations/Communications for Medical Office Personnel

Prefix and Course Number: MSEC 120

Version Date: March 2022

Course Learning Outcomes

By the end of this course, a student should be able to:

1. Recognize and apply principles of therapeutic communication skills in healthcare settings.
2. Discuss professional, therapeutic, and social communication relationships in healthcare settings.
3. Explain the importance of effective therapeutic communication skills while working with diverse clients and co-workers in today's healthcare settings.
4. Evaluate barriers to therapeutic communication.
5. Analyze and practice self-awareness, and its application to professionalism and customer service.
6. Recognize and apply HIPAA policies to therapeutic communication.

Course Outline:

- I. Professional, therapeutic, and social communications
 - a. Communication cycle and communication channels
 - i. Personality, attitude, and the workplace
 - b. Verbal and nonverbal communication
 - c. HIPAA
 - d. Effective team communication
 - i. Communication styles
 - e. Self-awareness
 - i. Professionalism
 - ii. Customer service
 - iii. Co-workers
- II. Multicultural therapeutic communication
 - a. Barriers to therapeutic multicultural communication
 - b. Caregiving structures
 - c. Maslow's Hierarchy of Needs
 - d. Emotional intelligence, self-esteem, and self-image
 - e. Power and privilege
 - f. Importance of diversity
 - g. EEOC
 - h. Cultural intelligence
- III. Therapeutic communication
 - a. Complementary medicine

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- b. The helping interview
- c. The life span/age groups
- d. Defense mechanisms
- e. Human growth and development theories
- IV. Clients and therapeutic communication
 - a. Stressed, anxious and fearful clients
 - b. Angry, aggressive, abused, or abusive clients
 - c. Depressed or suicidal clients
 - d. Clients with substance-related and addictive disorders
 - e. Clients with life-altering illness
 - f. Clients experiencing loss, grief, dying and death