



HLUC 1035: Communication in Healthcare

EFFECTIVE DATE

September 2021

DEPARTMENT

Health Unit Coordinator

DESCRIPTION

This course prepares students to communicate professionally by examining cultural sensitivity and diversity within healthcare practice. Concepts in de-escalation and conflict resolution techniques will also be explored. Students will improve their professional communication, technical and computer literacy skills with practice and reflection while learning common terms and abbreviations to work in health settings.

CREDITS

3.0

YEAR OF STUDY

1st Year Post-secondary

PREREQUISITES

None

COREQUISITES

None

COURSE LEARNING OUTCOMES

Upon successful completion of this course, students will be able to:

- Identify key elements of effective communication in the role of the Health Unit Coordinator (HUC).
- Identify professional behaviors required to work in the health care setting.
- Operate communication devices effectively in the health care environment.
- Describe principles of cultural safety and humility as applied to the organizational culture.
- Explain the basic structure of the Canadian and British Columbia (BC) healthcare systems.
- Describe key competencies of interprofessional collaboration and communication in healthcare.
- Demonstrate accurate written, verbal and electronic communication skills.

PRIOR LEARNING ASSESSMENT & RECOGNITION (PLAR)

None

HOURS

Lecture: 50

Lab: 10

INSTRUCTIONAL STRATEGIES

Group work, role play, lecture, simulation and self reflection.

GRADING SYSTEM

Letter Grade (A-F)

PASSING GRADE

B-=68%

EVALUATION PLAN

Type	Percentage	Assessment activity
Assignments	30	Satisfactory self reflective activity on professional communication behaviors, as per rubric.
Quizzes/Tests	35	Online or written short answer assessments related to the learning outcomes.
Exam	35	Online or written cumulative exam.

COURSE TOPICS

- Professional communications as a health care team member
- Professional concepts and behaviors as a health care team member
- Communication Equipment overview
- Health care team roles and responsibilities
- Departments and services roles and responsibilities
- Introduction to the healthcare system

LEARNING RESOURCES

Resources are items which the student is responsible for purchasing as identified by the department/instructor.

Notes:

- Course contents and descriptions, offerings and schedules are subject to change without notice.
- Students are required to follow all College policies including ones that govern their educational experience at VCC. Policies are available on the VCC website at:
<https://www.vcc.ca/about/governance--policies/policies/>.
- To find out how this course transfers, visit the BC Transfer Guide at <https://www.bctransferguide.ca>.

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Downtown campus

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