

Operation Room Services			
Associate	TR-NQF-HE: Level 5	QF-EHEA: Short Cycle	EQF-LLL: Level 5

Course Introduction and Application Information

Course Code:	SHM025		
Course Name:	Communication in Health		
Semester:	Fall		
Course Credits:	<div>ECTS</div> <div>3</div>		
Language of instruction:	Turkish		
Course Condition:			
Does the Course Require Work Experience?:	No		
Type of course:	Departmental Elective		
Course Level:	<div>Associate</div> <div>TR-NQF-HE:5. Master`s Degree</div> <div>QF- EHEA:Short Cycle</div> <div>EQF-LLL:5. Master`s Degree</div>		
Mode of Delivery:	E-Learning		
Course Coordinator:	Öğr. Gör. MERVE KARABIYIK		
Course Lecturer(s):			
Course Assistants:			

Course Objective and Content

Course Objectives:	To evaluate possible communication methods in order to prevent possible communication conflicts in health services and to ensure effective communication between health personnel and patient. To be able to evaluate developments in the field of health communication and to discuss the role of media in health communication.
Course Content:	Concept of communication, body language, verbal and nonverbal communication techniques, patient psychology, communication disturbances, communication with patient relatives and private patients, health literacy and campaign process in health communication.

Learning Outcomes

The students who have succeeded in this course;

- 1) Defines the basic concepts of communication.
- 2) Uses and interprets verbal and nonverbal communication techniques to communicate effectively.
- 3) Explains the importance of health communication and interdisciplinary health communication.
- 4) Knows the patient psychology and the phases of the patients and uses effective communication techniques in these stages.
- 5) Knows the communication techniques used in health institutions and which departments perform these communication techniques and applies these techniques.
- 6) Knows the concept of health literacy and makes professional literature review.
- 7) Knows the importance of media in health communication and uses media in accordance with ethical values.

Course Flow Plan

Week	Subject	Related Preparation
1)	Introduction to the course, General Concepts, Course Objectives and Learning Objectives	
2)	Communication Concept and Communication Process	
3)	Body Language, Oral and Nonverbal Communication	
4)	The Notion of Health and Disease; Patient Psychology and Verbal Communication Styles in Patient Communication.	
5)	Patient Rights, Patient Satisfaction and Possible Results	
6)	Communication with Patient Relatives and Special Patients	
7)	General Evaluation and Exam Preparation	
8)	Half term Exams	
9)	Definition of health services, health systems, classification and levels, preventive health	

	services, health promotion and general information about the Turkish health system.	
10)	Examination of studies on the effect of health communication in preventive health services and in health promotion	
11)	The concept of health literacy and the impact of health communication in this area	
12)	Presentation Homework - Examples of Positive and Negative Behavior in Health Communication/Article/Health Communication Campaign Project	
13)	Presentation Homework - Examples of Positive and Negative Behavior in Health Communication/Article/Health Communication Campaign Project	
14)	Presentation Homework - Examples of Positive and Negative Behavior in Health Communication/Article/Health Communication Campaign Project	

Sources

Course Notes / Textbooks:	<p>Dr. Yüksek Demirel , Sağlık Hizmetlerinde Sağlıklı İletişim, Güneş Kitapevi-2016.</p> <p>Prof. Dr. Ayla Okay, Sağlık İletişimi, Derin yayınları, 2017.</p> <p>Prof. Dr. Erkan Yüksel (ed.), Sağlık Kurumlarında İletişim, Anadolu Üniversitesi Yayınları.</p>
References:	<p>Dr. Yüksek Demirel , Sağlık Hizmetlerinde Sağlıklı İletişim, Güneş Kitapevi-2016.</p> <p>Prof. Dr. Ayla Okay, Sağlık İletişimi, Derin yayınları, 2017.</p> <p>Prof. Dr. Erkan Yüksel (ed.), Sağlık Kurumlarında İletişim, Anadolu Üniversitesi Yayınları.</p>

Course - Program Learning Outcome Relationship

Course Learning Outcomes	1	2	3	4	5	6	7
Program Outcomes							
1) Has the ability to take the responsibility of theoretical knowledge about the field of operating room services and to take solutions and take solutions in unpredictable situations.							
1) The aim of the Operating Room Services Program is to train assistant surgical healthcare personnel who ensure that all instruments and materials used in the operating room are ready for surgery, provide materials to the surgical team, and make the operating room environment suitable for the nature of the surgery. Graduates have high							

employment opportunities because both private and public hospitals require specially trained healthcare personnel in this field.	1	2	3	4	5	6	7
2) He / she is dominating the legislation which contains the duties and responsibilities related to his / her field.							
3) Have knowledge of medical terms related to the field of operating room services.							
4) Have information about ideal operating room environment.							
5) Have the knowledge of surgical techniques, tools and materials used in the operating room.							
6) Works with other health disciplines. They have the awareness of teamwork and carry out their activities for the development of the employees under their responsibility.							
7) Have the knowledge and skills to perform aseptic preparations of the operating room and operating team.							
8) Has a theoretical and practical knowledge about sepsis-antiseptis, sterilization, disinfection and contamination.							
9) With the awareness of the necessity of lifelong learning, it develops itself by following the developments in science and technology related to the field.							
10) They act in accordance with quality management and processes and participate in these processes.							
11) It follows information in the field by using a foreign language at least at the level of European Language Portfolio A2 General Level.							
12) Uses information and communication technologies together with computer software at the basic level of at least European Computer Driving License required by the field.							
13) Has enough awareness about individual and public health, environmental protection and occupational safety.							
14) It is sensitive to the events on the agenda of the society and the world about the operation and monitors the developments and informs the related persons and institutions by using the basic knowledge and skills in these subjects.							
15) Its appearance, attitude, attitude and behavior make it an example for society.							

Course Learning Outcomes Course - Learning Outcome Relationship		1	2	3	4	5	6	7
No Effect	1 Lowest	2 Average		3 Highest				

	Program Outcomes	Level of Contribution
1)	Has the ability to take the responsibility of theoretical knowledge about the field of operating room services and to take solutions and take solutions in unpredictable situations.	
1)	The aim of the Operating Room Services Program is to train assistant surgical healthcare personnel who ensure that all instruments and materials used in the operating room are ready for surgery, provide materials to the surgical team, and make the operating room environment suitable for the nature of the surgery. Graduates have high employment opportunities because both private and public hospitals require specially trained healthcare personnel in this field.	
2)	He / she is dominating the legislation which contains the duties and responsibilities related to his / her field.	1
3)	Have knowledge of medical terms related to the field of operating room services.	
4)	Have information about ideal operating room environment.	
5)	Have the knowledge of surgical techniques, tools and materials used in the operating room.	
6)	Works with other health disciplines. They have the awareness of teamwork and carry out their activities for the development of the employees under their responsibility.	
7)	Have the knowledge and skills to perform aseptic preparations of the operating room and operating team.	
8)	Has a theoretical and practical knowledge about sepsis-antisepsis, sterilization, disinfection and contamination.	
9)	With the awareness of the necessity of lifelong learning, it develops itself by following the developments in science and technology related to the field.	3
10)	They act in accordance with quality management and processes and participate in these processes.	
11)	It follows information in the field by using a foreign language at least at the level of	

	European Language Portfolio A2 General Level.	
12)	Uses information and communication technologies together with computer software at the basic level of at least European Computer Driving License required by the field.	
13)	Has enough awareness about individual and public health, environmental protection and occupational safety.	1
14)	It is sensitive to the events on the agenda of the society and the world about the operation and monitors the developments and informs the related persons and institutions by using the basic knowledge and skills in these subjects.	
15)	Its appearance, attitude, attitude and behavior make it an example for society.	3

Assessment & Grading

Semester Requirements	Number of Activities	Level of Contribution
Midterms	4	% 40
Final	1	% 60
total		% 100
PERCENTAGE OF SEMESTER WORK		% 40
PERCENTAGE OF FINAL WORK		% 60
total		% 100

Workload and ECTS Credit Calculation

Activities	Number of Activities	Workload
Course Hours	13	26
Study Hours Out of Class	13	38
Midterms	1	1
Final	1	1
Total Workload		66