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| Medicine | | | |
| Bachelor | TR-NQF-HE: Level 7 | QF-EHEA: Second Cycle | EQF-LLL: Level 7 |

Course Introduction and Application Information

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| Course Code: | UNI212 | | |
| Course Name: | Communication Skills for Healthcare Professionals | | |
| Semester: | Spring Fall | | |
| Course Credits: | <div>ECTS</div> <div>5</div> | | |
| Language of instruction: | Turkish | | |
| Course Condition: | | | |
| Does the Course Require Work Experience?: | No | | |
| Type of course: | University Elective | | |
| Course Level: | <div> <div>Bachelor</div> <div>TR-NQF-HE:7. Master`s Degree</div> <div>QF- EHEA:Second Cycle</div> <div>EQF-LLL:7. Master`s Degree</div> </div> | | |
| Mode of Delivery: | E-Learning | | |
| Course Coordinator: | Dr. Öğr. Üy. YASEMİN TORUN | | |
| Course Lecturer(s): | Yasemin TORUN, PHD | | |
| Course Assistants: | | | |

Course Objective and Content

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| Course Objectives: | In this course students will able to understand the process of communication and use it effectively, have the basic skills in oral and written communication, self-expression, communication skills, to increase the group and learn to take an active role in the health care team aims to develop effective communication and the ability to provide |
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| Course Content: | The concept of communication to the students who take this course the importance of communication in human relationships and the factors that affect communication, the main characteristics and requirements of daily human life, effective communication methods, the importance of Health Communication, group dynamics and communication in groups, therapeutic communication, the fundamentals of professional communication and professional communication skills, in special cases, to have information about how to communicate with individuals and groups. |
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Learning Outcomes

The students who have succeeded in this course;

- 1) It describes the communication process, its elements and how it works.
- 2) Learns verbal and non-verbal communication methods.
- 3) Defines the concepts of human, self-knowledge, communication, professional communication, conflict and anger.
- 4) Have basic skills to communicate effectively in daily and professional life
- 5) Applies assertive behavior, effective anger and conflict management strategies, and helpful communication skills in his/her social and professional life.
- 6) Develops labor skills that will ensure their employability
- 7) Learns to communicate for the benefit of the patient and applies relevant telepathic communication strategies

Course Flow Plan

| Week | Subject | Related Preparation |
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| 1) | Introduction & Lecture Presentation (Importance of communication, course content and expectations) | |
| 2) | Communication Concept and Process | |
| 3) | Communication components | |
| 4) | Types of Health communication | |
| 5) | Communication Models in Health Communication | |
| 6) | The Role of Perceptions in Communication | |
| 7) | Errors of Perception Made in Communication | |
| 8) | Fundamentals of Professional Communication | |
| 9) | Therapeutic Communication | |
| 10) | Therapeutic Communication Strategies | |

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| 11) | Professional Communication Skills 1 | |
| 12) | Professional Communication Skills 2 | |
| 13) | In-Group Communication Skills | |
| 14) | Communication in Special Cases | |
| 15) | Finals Week | |
| 16) | Finals Week | |
| 16) | Finals Week | |

Sources

| | |
|---------------------------|---|
| Course Notes / Textbooks: | <ul style="list-style-type: none"> İnci Çınarlı, Sağlık İletişimi ve Medya, Ankara: Nobel Yay. Dağ., 2008. - Aysel Aziz, İletişime Giriş, Hiberlin, 2016. Judith Lazar, İletişim Bilimi, çev. Cengiz Anık, Vadi Yayınları, Ankara Hasan Tutar, Kemal Yılmaz, Genel İletişim Kavram ve Modeller, Seçkin Yay. Ankara 2008 Oskay, Ünsal. İletişimin ABC'si, İstanbul: İnkılâp Yayınevi, 2014 |
| References: | <p>Michel Bourse ve Halime.Yücel, İletişim Bilimlerinin Serüveni, İstanbul: Ayrıntı Yay., 2012</p> <p>• Marziye İlhan, Sağlık Çalışanlarının İletişimi, İstanbul: Beta Bas. Yay. Dağ., 2018Ders sunumları ve notları</p> |

Course - Program Learning Outcome Relationship

| Course Learning Outcomes | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
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| Program Outcomes | | | | | | | |
| 1) When Istinye University Faculty of Medicine student is graduated who knows the historical development of medicine, medical practices, and the medical profession and their importance for society. | | | | | | | |
| 2) knows the normal structure and function of the human body at the level of molecules, cells, tissues, organs and systems. | | | | | | | |
| 3) is capable of systematically taking an accurate and effective social and medical history from their patients and make a comprehensive physical examination. | | | | | | | |
| 4) knows the laboratory procedures related to diseases; In primary care, the necessary material (blood, urine, etc.) can be obtained from the | | | | | | | |

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| <p>patient with appropriate methods and can perform the necessary laboratory procedures for diagnosis and follow-up or request laboratory tests.</p> <p>Course Learning Outcomes</p> | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 5) can distinguish pathological changes in structure and functions during diseases from physiological changes and can Interpret the patient's history, physical examination, laboratory and imaging findings, and arrive at a pre-diagnosis and diagnosis of the patient's problem. | | | | | | | |
| 6) knows, plans and applies primary care and emergency medical treatment practices, rehabilitation stages. | | | | | | | |
| 7) can keep patient records accurately and efficiently, know the importance of confidentiality of patient information and records, and protects this privacy. | | | | | | | |
| 8) knows the clinical decision-making process, evidence-based medicine practices and current approaches. | | | | | | | |
| 9) knows and applies the basic principles of preventive health measures and the protection of individuals from diseases and improving health, and recognizes the individual and/or society at risk, undertakes the responsibility of the physician in public health problems such as epidemics and pandemics. | | | | | | | |
| 10) knows the biopsychosocial approach, evaluates the causes of diseases by considering the individual and his / her environment. | | | | | | | |
| 11) is capable of having effective oral and/or written communication with patients and their relatives, society and colleagues. | | | | | | | |
| 12) knows the techniques, methods and rules of researching. It contributes to the creation, sharing, implementation and development of new professional knowledge and practices by using science and scientific method within the framework of ethical rules. | | | | | | | |
| 13) can collect health data, analyze them, present them in summary, and prepare forensic reports. | | | | | | | |
| 14) knows the place of physicians as an educator, administrator and researcher in delivery of health care. It takes responsibility for the professional and personal development of own and colleagues in all interdisciplinary teams established to increase the health level of the society. | | | | | | | |
| 15) knows employee health, environment and occupational safety issues and takes responsibility when necessary. | | | | | | | |

| Course Learning Outcomes | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
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| Course Learning Outcome 6 is able to evaluate their effects in the field of application. | | | | | | | |
| 17) keeps medical knowledge up-to-date within the framework of lifelong learning responsibility. | | | | | | | |
| 18) applies own profession by knowing about ethical obligations and legal responsibilities, prioritizing human values and with self-sacrifice throughout own medical life. | | | | | | | |

Course - Learning Outcome Relationship

| No Effect | 1 Lowest | 2 Average | 3 Highest |
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| | Program Outcomes | Level of Contribution |
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| 1) | When Istinye University Faculty of Medicine student is graduated who knows the historical development of medicine, medical practices, and the medical profession and their importance for society. | |
| 2) | knows the normal structure and function of the human body at the level of molecules, cells, tissues, organs and systems. | |
| 3) | is capable of systematically taking an accurate and effective social and medical history from their patients and make a comprehensive physical examination. | |
| 4) | knows the laboratory procedures related to diseases; In primary care, the necessary material (blood, urine, etc.) can be obtained from the patient with appropriate methods and can perform the necessary laboratory procedures for diagnosis and follow-up or request laboratory tests. | |
| 5) | can distinguish pathological changes in structure and functions during diseases from physiological changes and can Interpret the patient's history, physical examination, laboratory and imaging findings, and arrive at a pre-diagnosis and diagnosis of the patient's problem. | |
| 6) | knows, plans and applies primary care and emergency medical treatment practices, rehabilitation stages. | |
| 7) | can keep patient records accurately and efficiently, know the importance of confidentiality of patient information and records, and protects this privacy. | |
| 8) | knows the clinical decision-making process, evidence-based medicine practices and | |

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| | current approaches. | |
| 9) | knows and applies the basic principles of preventive health measures and the protection of individuals from diseases and improving health, and recognizes the individual and/or society at risk, undertakes the responsibility of the physician in public health problems such as epidemics and pandemics. | |
| 10) | knows the biopsychosocial approach, evaluates the causes of diseases by considering the individual and his / her environment. | |
| 11) | is capable of having effective oral and/or written communication with patients and their relatives, society and colleagues. | |
| 12) | knows the techniques, methods and rules of researching. It contributes to the creation, sharing, implementation and development of new professional knowledge and practices by using science and scientific method within the framework of ethical rules. | |
| 13) | can collect health data, analyze them, present them in summary, and prepare forensic reports. | |
| 14) | knows the place of physicians as an educator, administrator and researcher in delivery of health care. It takes responsibility for the professional and personal development of own and colleagues in all interdisciplinary teams established to increase the health level of the society. | |
| 15) | knows employee health, environment and occupational safety issues and takes responsibility when necessary. | |
| 16) | knows health policies and is able to evaluate their effects in the field of application. | |
| 17) | keeps medical knowledge up-to-date within the framework of lifelong learning responsibility. | |
| 18) | applies own profession by knowing about ethical obligations and legal responsibilities, prioritizing human values and with self-sacrifice throughout own medical life. | |

Assessment & Grading

| Semester Requirements | Number of Activities | Level of Contribution |
|-----------------------------|----------------------|-----------------------|
| Quizzes | 3 | % 60 |
| Final | 1 | % 40 |
| total | | % 100 |
| PERCENTAGE OF SEMESTER WORK | | % 60 |
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| PERCENTAGE OF FINAL WORK | % 40 |
| total | % 100 |

Workload and ECTS Credit Calculation

| Activities | Number of Activities | Workload |
|--------------------------|----------------------|------------|
| Course Hours | 14 | 56 |
| Study Hours Out of Class | 2 | 2 |
| Quizzes | 9 | 33 |
| Final | 4 | 26 |
| Total Workload | | 117 |