

	School of Health & Human Services Medical Radiography Technology	
	Course Name:	Professional Communication for Technologists
	Course Number:	MRAD 104

COURSE OUTLINE

The Approved Course Description is available on the web:

<http://camosun.ca/learn/calendar/current/web/mrad.html#MRAD104>

Please note:

- *This outline will be electronically stored for five (5) years only. It is strongly recommended students keep this outline for your records.*
- *This course is only open to students in the Medical Radiography program.*

Introduction:

In this novice course, students engage in activities that develop professionalism, reflective practice, and interpersonal communication skills essential to the role of diagnostic technologists. Students use dynamic learning experiences to practice compassionate, caring, and professional interactions with the public and the health care team.

Students must achieve a minimum of a C+ (65%) to use this course as a prerequisite. Refer to the Camosun Calendar for detailed information about course prerequisites.

1. Instructor Information

(a)	Instructor:	Laura McCreight
(b)	Office Hours:	By Appointment
(c)	Location:	WT 212D
(d)	Phone:	250-370-3182
(e)	Email:	mccreightl@camosun.ca
(f)	Website:	

2. Intended Learning Outcomes/Competencies

Upon completion of this course the student will be able to:

- a) communicate professionally with members of the public and health care team within the role and scope of a diagnostic technologist.
- b) respond professionally to human diversity and varied health conditions within the clinical environment.
- c) demonstrate professionally appropriate responses to conditions preventing successful rapport in therapeutic and interpersonal relationships through reflection and discussion.

3. Learning Resources

Required Textbook:

Hosley, J. & Molle, E. (2006). *A Practical Guide to Therapeutic Communication for Health Professionals*, 1st ed. St. Louis, MO: Elsevier

Optional Textbook:

Srivastava, R. (2007). *The Healthcare Professional's Guide to Clinical Cultural Competence*, 1st ed. Toronto, ONT: Mosby Elsevier

Desire-to-Learn (D2L):

D2L – the Camosun College online learning portal contains the remainder of the learning materials for this course. Students are expected to familiarize themselves with the online learning environment and all the features it has to make this course experience enriching. Log on at <https://online.camosun.ca/> to access these materials.

Additional resources may include, but are not limited to: lecture notes, PowerPoint slides, Laboratory Manuals, and hyperlinks. You may prefer to download lectures notes ahead of time (when available) and then write your notes directly onto copies of the slides.

D2L materials **must not** be considered your sole source of information! They merely summarize the main points and provide direction for your learning experiences. You may need to write down additional information in each lecture. Additionally, not all details can be covered in a lecture, and you will be required to refer to textbook material that is not discussed specifically in class.

MRAD 104 is an interactive course that uses a variety of teaching and learning modes: presentation of information by instructor, discussion, group process, self-reflective learning, self-directed study and audio-visual.

4. Student Assessment

Quiz #1	5 %
Quiz #2	5 %
Quiz #3	5 %
Take Home Essay	15%
Labs and Homework	30 %
Culture Presentation (Group Assignment)	40 %
TOTAL	100 %

Students must achieve a minimum of 65% and complete all assignments in order to use this course as a prerequisite.

- Detailed information regarding assignments will be available on D2L.
- Complete all assignments on time and submit on the designated due dates. In exceptional circumstances, students may request an extension; however that extension must be arranged with the instructor **before** the due date. Students who have not pre-arranged an extension will have 10% of the total possible mark deducted per day from late assignments.
- Incomplete assignments will not be accepted.
- Unless otherwise stated, all assignments will be submitted via D2L
- In emergency circumstances, a student may arrange to take an assessment before or after the scheduled time if the student would otherwise be unable to complete the program or course. Exceptions due to emergency circumstances, such as unavoidable employment commitments, health problems, or unavoidable family crises, require the approval of the instructor. Holidays or scheduled flights are **not** considered to be emergencies. The student may be required to provide verification of the emergency circumstance. (Camosun Academic Policy)
<http://camosun.ca/learn/calendar/current/pdf/academic-policies.pdf>

Attendance

- Students are expected to be **on time**; tardiness disrupts the class. When students are more than 5 minutes late (and/or the classroom door is shut), they cannot enter the classroom until the class break period.
- If you choose not to **or** are unable to attend lecture it is your responsibility to acquire **all** information given during a class missed, incl. notes, hand-outs, assignments, changed exam dates etc. Email the instructor as a courtesy.
- Attendance of labs are mandatory and missed sessions will result in lost marks. See the D2L for a full description of the lab assessments.
- Missed exams cannot be made up except in case of documented illness (doctor's note required). The instructor must be informed that the students will be missing the exam **before** the exam start time.

5. Course Content and Schedule:

Lecture Days/Times & Room Number:

Friday 1430 – 1620 WT 212C

The following schedule is tentative and subject to change if deemed necessary by the instructor.

Week	Date	Topic	Reading/Preparation
1	Sept 7	<ul style="list-style-type: none"> Introduction to Course Learning Styles 	
2	Sept 14	<ul style="list-style-type: none"> Empathy Relational messages Interpersonal Communication Skills Active Listening Skills 	<ul style="list-style-type: none"> Chapter 1 D2L
3	Sept 21	<ul style="list-style-type: none"> Communication Competencies 	<ul style="list-style-type: none"> Chapter 3 D2L
4	Sept 28	<ul style="list-style-type: none"> Assertive Skills Conflict Management Interpersonal Conflict Disagreement Giving & Receiving Feedback 	<ul style="list-style-type: none"> Chapter 8 D2L
5	Oct 5	<ul style="list-style-type: none"> Written Communication Presentation Styles <p>Quiz #1</p>	<ul style="list-style-type: none"> Chapter 7 D2L
6	Oct 12	<ul style="list-style-type: none"> Social Media Roles & Responsibilities Educating patients Work Place Policies 	<ul style="list-style-type: none"> Chapter 4 D2L
7	Oct 19	<ul style="list-style-type: none"> Child abuse, elder abuse & neglect Duty to report Harassment and violence in the workplace 	<ul style="list-style-type: none"> D2L
8	Oct 26	<ul style="list-style-type: none"> What is Culture? How does culture influence us? 	<ul style="list-style-type: none"> Chapter 2 pgs. 27-28 D2L <i>Optional text - Chapters 1 & 3</i>
9	Nov 2	<ul style="list-style-type: none"> Cultural differences in communication Respect for diversity 	<ul style="list-style-type: none"> D2L <i>Optional text - Chapters 2 & 4</i>
10	Nov 9	<ul style="list-style-type: none"> Privilege What can we learn from other cultures? How can culture inform our practice <p>Quiz #2</p>	<ul style="list-style-type: none"> D2L <i>Optional text - Chapters 5 & 7</i>
11	Nov 16	<ul style="list-style-type: none"> Impairments to Communication Managing difficult emotions Preventing distress & working with patients who are angry or uncooperative 	<ul style="list-style-type: none"> Chapter 2 Chapter 6 D2L <i>Optional text -Chapter 7</i>
12	Nov 23	Culture Presentations	
13	Nov 30	<ul style="list-style-type: none"> Stress related disorders, treatments and interventions 	<ul style="list-style-type: none"> Chapter 5 pgs. 112-120 D2L
14	Dec 7	<ul style="list-style-type: none"> Psychological disorders <p>Quiz #3 and Take Home Essay</p>	<ul style="list-style-type: none"> Chapter 5 pgs. 121-128 D2L <i>Optional text - Chapter 11</i>

6. Grading System

The following two grading systems are used at Camosun College. This course will use:

- Standard Grading System (GPA)
- Competency Based Grading System

Standard Grading System (GPA)

Percentage	Grade	Description	Grade Point Equivalency
90-100	A+		9
85-89	A		8
80-84	A-		7
77-79	B+		6
73-76	B		5
70-72	B-		4
65-69	C+	Minimum level of achievement to use the course as a prerequisite.	3
60-64	C		2
50-59	D	Minimum level of achievement for which credit is granted.	1
0-49	F	Minimum level has not been achieved.	0

Temporary Grades

Temporary grades are assigned for specific circumstances and will convert to a final grade according to the grading scheme being used in the course. See Grading Policy E-1.5 at camosun.ca for information on conversion to final grades, and for additional information on student record and transcript notations.

Temporary Grade	Description
I	<i>Incomplete</i> : A temporary grade assigned when the requirements of a course have not yet been completed due to hardship or extenuating circumstances, such as illness or
IP	<i>In progress</i> : A temporary grade assigned for courses that, due to design may require a further enrollment in the same course. No more than two IP grades will be assigned for the same course. (For these courses a final grade will be assigned to either the 3 rd course attempt or at the point of

CW	<i>Compulsory Withdrawal:</i> A temporary grade assigned by a Dean when an instructor, after documenting the prescriptive strategies applied and consulting with peers, deems that a student is unsafe to self or others and must be removed from the lab, practicum,
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7. Recommended Materials or Services to Assist Students to Succeed Throughout the Course

CONDUCT POLICIES

It is the student's responsibility to become familiar with the content of these policies. The policies are available in each School Administration Office, Registration, and on the College web site in the Policy Section.

[Academic Policies and Procedures](#)

[Student Conduct Policy](#)

LEARNING SUPPORT AND SERVICES FOR STUDENTS

There are a variety of services available for students to assist them throughout their learning. This information is available in the College Calendar, Registrar's Office or the College web site at

<http://www.camosun.ca>

MRT PROFESSIONAL CODE OF ETHICS

Camosun College Medical Radiography Technology students are expected to abide by the Canadian Association of Medical Radiation Technologist (CAMRT) Code of Ethics inasmuch as it applies to them in the learning and clinical environments. This information is available on the CAMRT website at:

[CAMRT Code of Ethics](#)

MRT Department Policies & Procedures

Camosun College Medical Radiography Technology students are responsible for knowing all of the MRT Department Policies and must abide by them, including dress codes & lab safety procedures.

<http://camosun.ca/learn/school/health-human-services/student-info/handbooks.html>

8. GENERAL INFORMATION

The Medical Radiography Technology program is committed to promoting competence, professionalism and integrity in our students and developing their core skills to succeed throughout their academic programs and in their careers. The purpose of Academic Honesty Guidelines is to provide clear expectations of appropriate academic conduct and to establish processes for discipline in appropriate circumstances. It is the student's responsibility to become familiar with the content and the consequences of academic dishonesty. Before you begin your assignments, review the Academic Policies on the Camosun College website:

<http://camosun.ca/learn/becoming/policies.html>