

# COMM 1007 COMMUNICATION IN HEALTH

**Credit Points** 10

**Legacy Code** 400732

**Coordinator** Elizabeth Atteya ([https://directory.westernsydney.edu.au/search/name/Elizabeth Atteya/](https://directory.westernsydney.edu.au/search/name/Elizabeth%20Atteya/))

**Description** Good communication within the health care setting is associated with improved health outcomes. This unit introduces students to foundation knowledge and skills required for effective communication with various stakeholders in varied and complex health situations. The unit is skills-based and uses case studies to create scenarios to which students learn to respond. There is a focus on the client interview and various questioning techniques designed to facilitate a therapeutic relationship as a means of developing rapport and trust. Strategies to promote communication within, between and across health professional disciplines, teams and government agencies is also explored. Written forms of documentation as well as communication skills required to communicate health information to clients, groups and the wider community are also presented. The unit uses a 'student capital' framework to facilitate reflection on current communication skills and those required for success at university and in future practice.

**School** Health Sciences

**Discipline** Verbal Communication

**Student Contribution Band** HECS Band 4 10cp

Check your HECS Band contribution amount via the Fees ([https://www.westernsydney.edu.au/currentstudents/current\\_students/fees/](https://www.westernsydney.edu.au/currentstudents/current_students/fees/)) page.

**Level** Undergraduate Level 1 subject

**Equivalent Subjects** LGYA 7034 - Communication for the Helping Professions COMM 1008 - Communication in Health (WSTC)

## Learning Outcomes

On successful completion of this subject, students should be able to:

1. Reflect on their personal attitudes, beliefs and values on communication
2. Demonstrate essential verbal and non-verbal communication skills in the interaction with individual clients, patients, significant others, colleagues, managers and other health stakeholders
3. Describe strategies to adapt communication processes to meet the varying health literacy or special needs of clients, their family and significant others
4. Describe teamwork skills relevant to working in health care settings
5. Describe higher level communication techniques which are useful in complex situations
6. Review and critique written forms of communication
7. Critically analyse and evaluate the characteristics of health professional relationships with clients, colleagues, and the wider community
8. Reflect on their personal attitudes, beliefs, values, on communication
9. Apply essential verbal and written communication skills in the interaction with individual clients, patients, significant others, colleagues and other health stakeholders
10. Analyse and apply strategies to adapt communication processes to meet the varying health literacy or special needs of clients, family and significant others
11. Employ team work skills relevant to working in health care settings.

## Subject Content

1. Student Capital framework to promote reflection on communication capacity needs
2. Theoretical frameworks and processes for effective communication
3. Communicating with various stakeholders ? the client, family and carers, professional colleagues, health care team, managers and agencies
4. Modes of communication in health
5. Developing sound relationships using empathy, rapport and active listening
6. Verbal and non-verbal communication techniques
7. Interview skills and motivational interviewing
8. Communication in difficult situations ? conflict, aggression, assertiveness, sad news
9. Documentation and presentations in the health
10. Influential communication and advocacy
11. Professional communication using social media
12. Working with people who have different communication needs
13. Protocols in using interpreters
1. Theoretical frameworks and processes in effective communication
2. Skills for effective communication with clients, colleagues and the community
3. Self-awareness in professional communication
4. The nature of effective helping as a health care professional
5. Communicating in teams
6. Working with people who have different communication needs
7. Professional written and presentation communication skills

## Assessment

The following table summarises the standard assessment tasks for this subject. Please note this is a guide only. Assessment tasks are regularly updated, where there is a difference your Learning Guide takes precedence.

Item	Length	Percent	Threshold	Individual/Group Task
Interview	4 minutes	30	Y	Individual
Presentation	10 minutes	30	N	Group
Portfolio	1,500 words + Infographic	40	N	Individual

Prescribed Texts

- O'Toole, G. (2020). Communication: Core interpersonal skills for health professionals (4th ed.) Chatswood. NSW: Elsevier Australia. ISBN: 9780729542449
- O'Toole, G. (2016). Communication: Core interpersonal skills for health professionals. (3rd ed.) Chatswood. NSW: Elsevier Australia. ISBN: 9780729542449

Teaching Periods

## Block A Session

**Online**

**Online**

**Subject Contact** Maria Dent ([https://directory.westernsydney.edu.au/search/name/Maria Dent/](https://directory.westernsydney.edu.au/search/name/Maria%20Dent/))

View timetable ([https://classregistration.westernsydney.edu.au/even/timetable/?subject\\_code=COMM1007\\_22-BA\\_ON\\_O#subjects](https://classregistration.westernsydney.edu.au/even/timetable/?subject_code=COMM1007_22-BA_ON_O#subjects))

## Sydney City Campus - Term 1

### Sydney City

#### Day

**Subject Contact** Andrey Zheluk ([https://directory.westernsydney.edu.au/search/name/Andrey Zheluk/](https://directory.westernsydney.edu.au/search/name/Andrey_Zheluk/))

View timetable ([https://classregistration.westernsydney.edu.au/even/timetable/?subject\\_code=COMM1007\\_22-SC1\\_SC\\_D#subjects](https://classregistration.westernsydney.edu.au/even/timetable/?subject_code=COMM1007_22-SC1_SC_D#subjects))

## Sydney City Campus - Term 2

### Sydney City

#### Day

**Subject Contact** Andrey Zheluk ([https://directory.westernsydney.edu.au/search/name/Andrey Zheluk/](https://directory.westernsydney.edu.au/search/name/Andrey_Zheluk/))

View timetable ([https://classregistration.westernsydney.edu.au/even/timetable/?subject\\_code=COMM1007\\_22-SC2\\_SC\\_D#subjects](https://classregistration.westernsydney.edu.au/even/timetable/?subject_code=COMM1007_22-SC2_SC_D#subjects))

## Spring

### Campbelltown

#### Day

**Subject Contact** Elizabeth Atteya ([https://directory.westernsydney.edu.au/search/name/Elizabeth Atteya/](https://directory.westernsydney.edu.au/search/name/Elizabeth_Atteya/))

View timetable ([https://classregistration.westernsydney.edu.au/even/timetable/?subject\\_code=COMM1007\\_22-SPR\\_CA\\_D#subjects](https://classregistration.westernsydney.edu.au/even/timetable/?subject_code=COMM1007_22-SPR_CA_D#subjects))

### Penrith (Kingswood)

#### Day

**Subject Contact** Elizabeth Atteya ([https://directory.westernsydney.edu.au/search/name/Elizabeth Atteya/](https://directory.westernsydney.edu.au/search/name/Elizabeth_Atteya/))

View timetable ([https://classregistration.westernsydney.edu.au/even/timetable/?subject\\_code=COMM1007\\_22-SPR\\_KW\\_D#subjects](https://classregistration.westernsydney.edu.au/even/timetable/?subject_code=COMM1007_22-SPR_KW_D#subjects))

### Online

#### Online

**Subject Contact** Elizabeth Atteya ([https://directory.westernsydney.edu.au/search/name/Elizabeth Atteya/](https://directory.westernsydney.edu.au/search/name/Elizabeth_Atteya/))

View timetable ([https://classregistration.westernsydney.edu.au/even/timetable/?subject\\_code=COMM1007\\_22-SPR\\_ON\\_O#subjects](https://classregistration.westernsydney.edu.au/even/timetable/?subject_code=COMM1007_22-SPR_ON_O#subjects))

## Sydney City Campus - Term 3

### Sydney City

#### Day

**Subject Contact** Andrey Zheluk ([https://directory.westernsydney.edu.au/search/name/Andrey Zheluk/](https://directory.westernsydney.edu.au/search/name/Andrey_Zheluk/))

View timetable ([https://classregistration.westernsydney.edu.au/even/timetable/?subject\\_code=COMM1007\\_22-SC3\\_SC\\_D#subjects](https://classregistration.westernsydney.edu.au/even/timetable/?subject_code=COMM1007_22-SC3_SC_D#subjects))