

# COURSE OUTCOME MATRIX

## COURSE SYLLABUS

### PART 2 of 3

Course Number and Title	AH 203 Communications for the Healthcare Professional
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Credit Hours	1
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Course Description	This course will focus on professional communications related to the allied health and nursing professional addressing the connections between oral and written communication practice and quality patient care outcomes. The course will also detail various models of communication including multicultural issues and communicating across the lifespan.
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Prerequisite(s) and/or Corequisite(s)	None
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**Required Textbooks/References/Course Materials:**

Effective Communication for Health Professionals - With Access	2nd	Elsevier	Elsevier Science	0323625452
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	General Education Outcomes
1	Utilize written and verbal language to discuss and comprehend information, incorporating a variety of technologies, such as text, data, and images (written language, verbal language, and information technology).
2	Identify and interpret relevant information in order to formulate an opinion or conclusion (critical thinking).
3	Demonstrate and communicate computational methods and mathematical reasoning in a variety of formats (using words, tables, graphs, mathematical equations, etc., as appropriate) (quantitative literacy and fluency).
4	Communicate in appropriate ways with those who are culturally diverse (intercultural competence).

	Program/Department Outcomes
1	Critically think in a variety of healthcare settings.
2	Apply mathematical reasoning in an array of healthcare settings.
3	Effectively communicate within variety of healthcare settings.
4	Be mindful of diverse populations in healthcare.

	Course Outcomes (CO)	Bloom's Domain for CO (C, A, P), Category, and Level	Program/Department Outcome(s)	Written Language	Verbal Language	Information Technology	Critical Thinking	Quantitative Literacy and Fluency	Intercultural Competence
1	The student will explain the communication process in detail	C – Understanding (2)	3	1	1	0	0	0	0
2	The student will analyze different types of nonverbal communication	C – Analyzing (4)	3, 4	1	1	0	0	0	1
3	The student will detail the various types of verbal communication	C – Remembering (1)	1, 3	1	1	0	0	0	1
4	The student will demonstrate communication and behavior professionally	A – Valuing (3)	1, 3, 4	1	1	0	1	0	1
5	The student will gather proper techniques in interviewing	C – Remembering (1)	1, 3, 4	1	1	0	1	0	1
6	The student will explain the process of adapting communication to a patient's ability to understand	C – Understanding (2)	1, 3, 4	1	1	0	0	0	1
7	The student will analyze the process of educating patients	C – Analyzing (4)	1, 3, 4	1	1	0	0	0	1
8	The student will explain the sensitivity in cultural backgrounds	A – Responding to Phenomena (2)	4	1	1	0	0	0	1
9	The student will demonstrate electronic communication effectively	C – Applying (3)	1, 3, 4	1	1	1	1	0	1

Bloom's Domain Legend

C = Cognitive  
A = Affective  
P = Psychomotor

General Education Outcome Legend

2 = Included and Measurable  
1 = Introduced and/or Minimally Addressed and Not Measurable  
0 = Not included

Approved: May 2021  
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