

School of Health Sciences / Nursing
2023 - 2024 Academic Year
COMMUNICATION in HEALTH SERVICES
Syllabus

Course Description					
Name	Code	Semester	T+A Hour	Credit	ECTS
COMMUNICATION in HEALTH SERVICES	HEM1115000	Fall Semester	2+0	2	2
Prerequisites Courses					
Recommended Elective Courses					
Language of Instruction	Turkish				
Course Level	First Cycle (Bachelor's Degree)				
Course Type	Required				
Course Coordinator	Assist.Prof. Olga UNTİLA KAPLAN				
Name of Lecturer(s)	Assist.Prof. Şifa ELCİL				
Assistant(s)	Research Assistant Yaşar Gökalp				
Aim	Through successful interpersonal relationships in personal and professional life, to develop desired behaviors by giving necessary principles, method techniques and information in order to be productive, happy and full.				
Course Content	This course contains; Establishing the Relationship between Course Learning Outcomes and Program Competencies Definition, Importance and Basic Functions of Communication Types of Communication, Factors Affecting Communication, Self-Recognition, Self-Recognition Practices, Listening And Institutional Communications Relations and communication networks, Using I Language, Empathy, Empathic Communication, Types of Behavior, Assertive Behavior, Passive Behavior, Manipulative Behavior, Techniques to Facilitate Communication with Patients Communication Skills: Therapeutic (Terapeutic) Communication Skills, Communication Barriers, Contact with a child patient Contact with an old patient, Contact in Some Special Situations -The patient who rejects the claim, Communication in Special Situations - Aggressive Patient - Anxiety Patient, Communication in Special Situations - Bipolar / Depressive Patient, Communication in Special Situations -Terminal Patient, Communication in Special Situations - Patient / Family Lost and Married, Stress Management and Conflict Resolution.				
Course Learning Outcomes			Teaching Methods	Assessment Methods	
Explains the basic concepts of communication, the communication process and the importance of communication.			10, 16, 9	A	
Explains communication principles used in special situations.			10, 13, 16, 9	A	
Explains the importance of effective communication with individuals from different age groups.			13, 15	A	
Explains the importance of empathy skills in communication.			10, 13, 16, 4	A	
Explains the importance of communicating with employees about corporate vision, mission, goals and objectives.			13, 15, 4	A	
Knows meeting management techniques and explains corporate reporting techniques.			10, 13, 16, 9	A	
Explains the factors that hinder communication and explains the tools to improve communication.			10, 13, 16, 4, 9	A	
Explains the methods to be used in stress management.			9	A	
Teaching Methods	10: Discussion Method, 13: Case Study Method, 15: Role Play and Drama Technique, 16: Question - Answer Technique, 4: Inquiry-Based Learning, 9: Lecture Method				
Assessment Methods	A: Traditional Written Exam				
Lecture Schedule					
Sequence	Topics	Preliminary Preparation			
1	Establishing the Relationship between Course Learning Outcomes and Program Competencies Definition, Importance and Basic Functions of Communication Types of Communication, Factors Affecting Communication	Review the pages 38-42 of 1st reference and pages 32-41 of 2nd reference			
2	Self-Recognition, Self-Recognition Practices	Review the pages 23-28 of 2nd reference			
3	Listening And Institutional Communications Relations and communication networks	Review the pages 122-133 of 1st reference and pages 43-49 of 2nd reference			
4	Using I Language, Empathy, Empathic Communication	Review the pages 114-115 of 1st reference, pages 9-10 and 70-73 of 2nd reference			
5	Types of Behavior, Assertive Behavior, Passive Behavior, Manipulative Behavior	Review the pages 134-141 of 1st reference and pages 91-93 of 2nd reference			
6	Techniques to Facilitate Communication with Patients Communication Skills: Therapeutic (Terapeutic) Communication Skills	Review the pages 120-126 of 1st reference and pages 94-99 of 2nd reference			
7	Communication Barriers	Review the pages 46-68 of 1st reference and pages 12-22 of 2nd reference			
8	Contact with a child patient Contact with an old patient	Review the pages 92-93 of 1st reference, pages 153-156 and 176-181 of 2nd reference			
9	Contact in Some Special Situations -The patient who rejects the claim	Review the pages 73-80 of 1st reference, pages 144-125 and 158-160 of 2nd reference			
10	Communication in Special Situations - Aggressive Patient - Anxiety Patient	Review the pages 111-116 and 129-137 of 2nd reference			
11	Communication in Special Situations - Bipolar / Depressive Patient	Review the pages 111-116 and 129-137 of 2nd reference			
12	Communication in Special Situations -Terminal Patient	Review the pages 96-106 of 1st reference and pages 213-220 of 2nd reference			
13	Communication in Special Situations - Patient / Family Lost and Married	Review the pages 96-106 of 1st reference and pages 213-220 of 2nd reference			
14	Stress Management and Conflict Resolution	Review the pages 74-86 of 2nd reference			
Evaluation Methods		Weight(%)			
(Midterm Exam)		20			
(Midterm Exam)		10			
(Midterm Exam)		10			
Midterm Exam		40			
General Exam		60			
Resources					
1-Üstün, B., Akgün, E., Partlak, N. (2005). Hemşirelikte iletişim becerileri öğretimi. İzmir: Okullar Yayınevi. 2.Terakye, G. (1998). Hasta-hemşire ilişkileri. Ankara: Zirve Ofset.					