

# Professionalism and Effective Communication in Healthcare

## COURSE SYLLABUS

### About Upskilling Courses for Medical Assistants

#### Intended Audience

These courses are designed for medical assistants (MAs) who are already working in the field. All courses provide contact hours that can count toward CMA (AAMA), CCMA (NHA), and RMA (AMT) recertification requirements if learners successfully meet all course requirements. The course content is, however, relevant for other members of the care team. Supervisors have also completed our courses in order to better understand what concepts their MAs are learning and applying.

#### Program Structure

All courses are asynchronous, which means that learners can complete course modules at their own pace and on their own schedule. Learners can complete courses separately or in a recommended sequence.

#### Pricing

Courses are priced at \$25/contact hour, a price competitive with other MA continuing education courses. The total price per course is determined by the total number of contact hours in the course.

### About this Course

#### Course Description

This course describes the key aspects of professionalism and the role of effective communication for healthcare professionals and how to apply these concepts into practice.

#### Course Objectives

*By the end of this course, learners will be able to...*

1. Describe the impact of professionalism on patient outcomes and healthcare organizations
2. Apply strategies to promote a professional working environment in a healthcare setting

#### Prerequisites

There are no prerequisites for enrollment in this course. However, this course is intended for learners who are already working in healthcare, specifically primary care. Therefore, it is highly recommended that learners are healthcare professionals currently working in a primary care setting.

## Method of Instruction

This is a fully asynchronous course. All content, activities, and assessments are delivered via the [Weitzman Education Platform](#). Each module should take about an hour to complete for a total of 9 course hours.

All modules are available to the learner upon registration.

## How to Achieve Course Completion

Learners are required to complete all 9 modules which consist of the following learning activities and assessments:

- Pre- and post-module knowledge checks
- Module content which includes videos, knowledge checks, and web links
- Module reflections

Learners must complete all activities and achieve at least a score of 80% on the post-module knowledge checks in two attempts or less in order to move forward throughout the course.

## Required Tools, Supplies, and Equipment

This course does not have a textbook requirement. All required course content materials are included in the platform. To be able to access and complete all the required course items, all learners are expected to have access to a personal computer that meets the following specifications:

### *Minimum Technical Requirements*

- [System requirements](#)
- [Browser requirements](#)
- Unrestricted access to YouTube

## Course Modules

Module Number	Module Name	Module Learning Objectives
1	An Introduction to Professionalism	<ol style="list-style-type: none"> <li>1. Apply organizational policies to maintain a professional appearance in healthcare</li> <li>2. Explain the consequential effects of dependability on colleagues and patients</li> <li>3. Describe the impact of demonstrating empathy in healthcare</li> <li>4. Identify ways to uphold patient confidentiality</li> </ol>
2	Professionalism and Verbal and Nonverbal Communication	<ol style="list-style-type: none"> <li>1. Apply strategies to effectively communicate verbally and nonverbally with patients and team members</li> <li>2. Develop an elevator speech to communicate your skills and experiences to patients, team members, and peers</li> <li>3. Utilize patient-centered communication strategies to:               <ol style="list-style-type: none"> <li>a. Deescalate situations</li> <li>b. Effectively treat patients from diverse cultural backgrounds</li> </ol> </li> </ol>
3	Professionalism and Written Communication	<ol style="list-style-type: none"> <li>1. Identify the most appropriate platform for facilitating communication with both patients and team members based on a given scenario</li> <li>2. Apply strategies to effectively communicate in writing with patients and team members while ensuring compliance with HIPAA regulations</li> <li>3. Outline key accomplishments from professional work experience to showcase in an updated resume</li> </ol>
4	Professionalism and Time Management	<ol style="list-style-type: none"> <li>1. Identify barriers that hinder effective time management in a healthcare setting</li> <li>2. Implement strategies to enhance time management skills in a healthcare setting</li> </ol>
5	Professionalism and Meeting Facilitation	<ol style="list-style-type: none"> <li>1. Execute each phase of meeting facilitation (preparation, execution, and evaluation) to foster productive and inclusive discussions and reach meeting objectives</li> <li>2. Recognize the circumstances that indicate the need to cancel a meeting due to anticipated lack of productivity</li> </ol>

Module Number	Module Name	Module Learning Objectives
6	Professionalism and Conflict Management	<ol style="list-style-type: none"> <li>1. Apply strategies to manage conflict among peers, providers, and patients</li> <li>2. Differentiate between conflict and bullying within the workplace</li> </ol>
7	Professionalism and Negotiation	<ol style="list-style-type: none"> <li>1. Differentiate between processes and guidelines that healthcare professionals can negotiate changes to and those that they cannot due to federal, state, and organizational policies</li> <li>2. Utilize professional negotiation strategies to address challenges and improve patient care</li> <li>3. Implement strategies to address and mitigate change fatigue in healthcare</li> </ol>
8	Professionalism and Legal and Ethical Issues	<ol style="list-style-type: none"> <li>1. Justify whether or not a scenario constitutes a legal or ethical issue based on the code of conduct and organizational policies in healthcare</li> </ol>
9	Professionalism and Growth	<ol style="list-style-type: none"> <li>1. Prepare a self-evaluation that summarizes accomplishments and opportunities for improvement</li> <li>2. Utilize strategies to accept constructive feedback and incorporate it into professional practice for continuous growth and improvement</li> <li>3. Construct a professional roadmap that outlines short and long term goals, as well as the skills and resources required</li> </ol>