

PROFESSIONALISM AND COMMUNICATION IN SPORTS HEALTHCARE

ATR4018

3 CREDIT HOURS

FALL 2020

Meeting/Lectures:

The course is 100% online. Lectures will be posted on CANVAS. This class does not meet weekly.

Instructor:

Christopher Brown PhD, LAT, ATC, CSCS, OPE-C

Clinical Assistant Professor

Doctor of Athletic Training Program

Office Location: FLG122

Phone: 352-294-1070

Email: cdbrown7@ufl.edu

Office Hours: By appointment: please schedule on Calendly: www.calendly.com/cdbrown7

Course Prerequisites:

Students must be APK majors at junior or higher class standing by credit hours.

Textbooks:

Communication Skills for the Healthcare Professional (2nd edition): 2020

Author: McCorry and Mason

ISBN: 978-1496394903

Publisher: Wolters Kluwer

Additional Resources:

Located on the CANVAS webpage for the course.

Course Description

Foundational knowledge course in professionalism, inter-professional cooperation, cultural competence, client interactions, and basic legal concepts related to sport and exercise.

Student Learning Objectives

1. Recognize basic communication skills and professional behavior within sport and exercise settings.
2. Distinguish between effective versus ineffective communication used in an inter-professional sport, exercise and/or wellness environment and explain communication's potential impact with patients, clients, consumers, families, and the wellness team.
3. Discuss concepts of effective teamwork within the sport, exercise and/or wellness setting.
4. Explore how cultural differences may influence client interactions and communication.
5. Recognize the legal and ethical standards applicable to sport, exercise and wellness settings.
6. Recognize and integrate skills needed for workplace professionalism, such as job application materials, graduate school application documents, electronic communication, expectations for transition to employment, etc.

Teaching Approaches and Learning Activities

This course will utilize a lecture and assignment approach. You will be able to watch lectures on CANVAS and participate in discussions/assignments within the CANVAS shell. I will provide PowerPoint slides for you to access for information about specific points. You will need to review this information as well as the information in the textbook and from alternative readings for this course. You will be expected to be active learners outside of the classroom.

Course Policies:

Professionalism: Students should behave in a professional manner towards the instructor, teaching assistants, and peers. **Students deemed not to be behaving in a professional manner (as determined by the instructor) will give up 2.5% out of the 5% total per instance.** Examples of unprofessional behavior are listed here (not an all-inclusive list):

- Disrespectful electronic communication (e.g. disrespectful emails)
- Unprofessional electronic communication

For more information please see the UF Netiquette guidelines: <http://teach.ufl.edu/wp-content/uploads/2012/08/NetiquetteGuideforOnlineCourses.pdf>

Exams and Make-up Policy: Exams will be given online through CANVAS unless otherwise stated by the professor. There will be NO make-up examinations unless exceptional conditions occur (as defined in the University of Florida Undergraduate Catalog). Please see this link for more information. <http://www.registrar.ufl.edu/catalog/policies/regulationattendance.html> Prior permission from the professor is required. There will be a time limit for each examination. Examinations will evaluate the understanding of material from lecture, text, and other supplemental material provided.

Assignments: They are due on CANVAS prior to the due date/time. Please refer to CANVAS for due dates/times. Please type all assignments unless otherwise stated in the directions. Requirements for class attendance and make-up exams, assignments, and other work in this course are consistent with university policies that can be found at:

<https://catalog.ufl.edu/ugrad/current/regulations/info/attendance.aspx>

Technology: Materials for the course will be available on CANVAS which is the e-learning platform for the University of Florida. CANVAS can be accessed here: <http://elearning.ufl.edu>

University Policies:

Academic Honesty: As a student at the University of Florida, you have committed yourself to uphold the Honor Code, which includes the following pledge: "We, the members of the University of Florida community, pledge to hold ourselves and our peers to the highest standards of honesty and integrity." Students will exhibit behavior consistent with this commitment to the UF academic community. Academic misconduct appears in a variety of forms (including plagiarism) and may be punishable in a variety of ways, from failing the assignment and/or the entire course to academic probation, suspension or expulsion. On all work submitted for credit by students at the university, the following pledge is either required or implied: "**On my honor, I have neither given nor received unauthorized aid in doing this assignment.**" Furthermore, as part of your obligation to uphold the Honor Code, you should report any condition that facilitates academic misconduct to appropriate personnel. It is your individual responsibility to know and comply with all university policies and procedures regarding academic integrity and the Student Honor Code. Faculty will not tolerate violations of the Honor Code at the University of Florida and will report incidents to the Dean of Students Office for consideration of disciplinary action. The Honor Code (<http://www.dso.ufl.edu/sccr/process/student-conduct-honor-code/>) specifies several behaviors that are in violation of this code and the possible sanctions. If you have questions about what constitutes academic misconduct before handing in an assignment, see your instructor.

Academic Assistance and Student Services: Students who are in need of academic, career, or personal counseling services are encouraged to see the academic assistance website for further information on available services. http://www.ufadvising.ufl.edu/academic_assistance/

ADA Policy: Students with disabilities who experience learning barriers and would like to request academic accommodations should connect with the Disability Resource Center by visiting their Get Started page at <https://disability.ufl.edu/students/get-started/>. It is important for students to share their accommodation letter with their instructor and discuss their access needs, as early as possible in the semester.

Campus Resources: U Matter, We Care: Your well-being is important to the University of Florida. The U Matter, We Care initiative is committed to creating a culture of care on our campus by encouraging members of our community to look out for one another and to reach out for help if a member of our community is in need. If you or a friend is in distress, please contact umatter@ufl.edu; a nighttime and weekend crisis counselor is available by phone at 352.392.1575. The U Matter, We Care Team can help connect students to the many other helping resources available including, but not limited to, Victim Advocates, Housing staff, and the Counseling and Wellness Center. Please remember that asking for help is a sign of strength. In case of emergency, call 9-1-1.

University Police Department: 392.1111 or 9-1-1 for emergencies <http://www.police.ufl.edu/>

Counseling and Wellness Center: <http://www.counseling.ufl.edu/cwc/Default.aspx>, 352.392.1575; *Sexual Assault Recovery Services (SARS)* Student Health Care Center, 352.392.1161.

UF Career Connections Center: Reitz Union, 352.392.1601, <http://www.crc.ufl.edu/>

Confidentiality: The University ensures the confidentiality of student educational records in accordance with State University System rules, state statutes and FERPA, the Family Educational Rights and Privacy Act of 1974, as amended, also known as the Buckley Amendment.

<http://www.registrar.ufl.edu/catalog/policies/regulationconfidentiality.html>

Course Grading Policy: Students will earn their course grade based on completion of coursework as outlined in the Grading Criteria listed above. Percentage calculations are rounded up at “.6 or above” and rounded down at “.5 or below”. For more information regarding Grade Point Averages, Grade Values, etc. please visit the University registrar website listed below. <https://catalog.ufl.edu/ugrad/current/regulations/info/grades.aspx>

Course Evaluations: Students are expected to provide professional and respectful feedback on the quality of instruction in this course by completing course evaluations online via GatorEvals. Guidance on how to give feedback in a professional and respectful manner is available at <https://gatorevals.ua.ufl.edu/students/>. Students will be notified when the evaluation period opens and can complete evaluations through the email they receive from GatorEvals, in their Canvas course menu under GatorEvals, or via <https://ufl.bluera.com/ufl/>. Summaries of course evaluation results are available to students at <https://gatorevals.ua.ufl.edu/public-results/>.

Privacy:

Our class sessions may be audio visually recorded for students in the class to refer back and for enrolled students who are unable to attend live. Students who participate with their camera engaged or utilize a profile image are agreeing to have their video or image recorded. If you are unwilling to consent to have your profile or video image recorded, be sure to keep your camera off and do not use a profile image. Likewise, students who un-mute during class and participate orally are agreeing to have their voices recorded. If you are not willing to consent to have your voice recorded during class, you will need to keep your mute button activated and communicate exclusively using the "chat" feature, which allows students to type questions and comments live. The chat will not be recorded or shared. As in all courses, unauthorized recording and unauthorized sharing of recorded materials is prohibited.

Email and E-Learning Policy: Students are required to check their University of Florida email and E-Learning Course account daily. Dissemination of reminders and course material may occur via email or through announcements in E-Learning; it is the student's responsibility to read and respond (if appropriate). *E-learning Help Desk:*

<https://lss.at.ufl.edu/help.shtml> Technical support: 352.392.4357 (select option 2) or e-mail to Learning-support@ufl.edu

E-Learning Identity and Preferences: It is important to the learning environment that you feel welcome and safe in this class; and that you are comfortable participating in class discussions and communicating with me on any issues related to the class. If your preferred name is not the name listed on the official University of Florida roster, please let me know as soon as possible. I would like to acknowledge your preferred name, and pronouns that reflect your identity. Please let me know how you would like to be addressed in class, if your name and pronouns are not reflected by your University of Florida official roster name. I welcome you to the class and look forward to a rewarding learning adventure together.

You may also change your "Display Name" in Canvas. Canvas uses the "Display Name" as set in myUFL. The Display Name is what you want people to see in the University of Florida Directory, such as "Ally" instead of "Allison." To update your display name, go to one.ufl.edu, click on the dropdown at the top right, and select "Directory Profile." Click "Edit" on the right of the name panel, uncheck "Use my legal name" under "Display Name," update how you wish your name to be displayed, and click "Submit" at the bottom. This change may take up to 24 hours to appear in Canvas. This does not change your legal name for official University of Florida records.

Last Day to Withdraw: In order to withdraw from a course it is not sufficient simply to stop attending class or to inform the instructor of your intention to withdraw. In accordance with college policy, contact your adviser to begin the withdrawal process. To view the **last day for withdrawal please visit** <http://www.registrar.ufl.edu/catalog/adhub.html>

Library Resources Support: <http://cms.uflib.ufl.edu/ask>

Student Responsibility for Course Prerequisites: Students are responsible to have satisfied all published prerequisites for this class. Please review the prerequisites and discuss any questions with your instructor and/or your academic advisor.

Student Complaints Process: https://www.dso.ufl.edu/documents/UF_Complaints_policy.pdf

Teaching Center: General study skills and tutoring <http://teachingcenter.ufl.edu/> Broward Hall, 352.392.2010 or 352.392.6420.

Writing Studio: Formatting and writing papers assistance <http://writing.ufl.edu/writing-studio/>

Getting Help:

For issues with technical difficulties for E-learning in CANVAS, please contact the UF Help Desk at:

- Learning-support@ufl.edu
- (352) 392-HELP - select option 2
- <https://lss.at.ufl.edu/help.shtml>

** Any requests for make-ups due to technical issues MUST be accompanied by the ticket number received from LSS when the problem was reported to them. The ticket number will document the time and date of the problem. You MUST e-mail your instructor within 24 hours of the technical difficulty if you wish to request a make-up.

Grading Policies:

Assignments and Weights:

1. E-Learning Exams **(25%) (LO# 1-6)**
 - a. E-learning exams will take place through CANVAS and will require the use of Honorlock (details in CANVAS).
 - b. Exams will be timed and will cover the material in lectures, readings, and textbooks.
 - c. Exams are not open book or open notes.
2. Assignments **(25%) (LO# 1-6)**
 - a. Upset Patient Role-Play
 - b. Interview Video
 - c. Nonverbal Strategies
 - d. Modifying Communication Scenarios
 - e. Adapting Communication Scenarios
 - f. Cultural Competence Guest Speaker Questions
 - g. Patient Education Comparison
3. Quizzes **(15%) (LO# 1-5)**
 - d. E-learning quizzes will take place through CANVAS and will require the use of Honorlock (details in CANVAS).
 - e. You may use your book and notes.
 - f. Quizzes will be timed.
 - g. The questions will be like the chapter “Objective” questions at the end of each chapter of the McCorry and Mason textbook.
4. Professional/Graduate Studies Cover Letter and Resume **(10%) (LO# 1,6)**
 - h. Students will design a professional cover letter and resume
5. SPENT **(10%) (LO# 4,5)**
 - i. Students will play Spent to simulate client issues www.Playspent.org and write a short reflection paper.
6. Legal Case Study **(10%) (LO# 5)**
 - j. Case studies will be presented to allow students to explore ethical/legal dilemmas which may present in sports healthcare
7. Professionalism **(5%) (LO# 1)**
 - k. Students will be assessed on professionalism (see class policy above)

Grading Scale:

A	91.50-100.0%
A-	88.50-91.49%
B+	86.50-88.49%
B	81.50-86.49%
B-	78.50-81.49%
C+	76.50-78.49%

C	71.50-76.49%
C-	68.50-71.49%
D+	66.50-68.49%
D	61.50-66.49%
D-	60.00-61.49%
E	Below 60.00

Course Schedule:

	Main Reading	Date Open	Assignments
Syllabus/Class Introduction	M&M Chapter 1	8/31/2020	Quiz #1 (Due 9/7)
Electronic Communication Skills	M&M Chapter 10	9/7/2020	1. Quiz #2 (Due 9/14) 2. Upset Patient Role Play (Due 9/14)
Resume /Cover-letter	M&M Chapter 11	9/14/2020	1. Make Appointment with the Career Connections Center to Review your Resume and Cover Letter 2. Cover Letter and Resume (Due 10/19) 3. Interview Video Assessment (Due 9/21)
Non-Verbal Communication	M&M Chapter 2	9/21/2020	1. Quiz #3 (Due 9/28) 2. Nonverbal Strategies (Due 9/28)
Verbal Communication	M&M Chapter 3	9/28/2020	1. Quiz #4 (Due 10/5)
Exam 1		10/6/2020 to 10/11/2020	The exam will be open from 10/6/2020 to 10/11/2020.
Modifying Communication to Patient's Unique Needs	M&M Chapter 5	10/12/2020	1. Quiz #5 (Due 10/19) 2. Modifying Communication Scenarios (Due 10/19)
Adapting Communication to a Patient's Ability to Understand	M&M Chapter 6	10/19/2020	1. Quiz #6 (Due 10/26)
Cultural Competency	M&M Chapter 7	10/26/2020	1. Quiz #7 (Due 11/2) 2. Adapting Communication Scenarios Due
Patient/Client Education	M&M Chapter 9	11/2/2020	1. Quiz #8 (Due 11/9) 2. Cultural Competence Guest Speaker Due
Interprofessional Teamwork and Communication	M&M Chapter 4	11/9/2020	1. Quiz #9 (Due 11/16) 2. Patient Education Comparison Due
Legal Issues within Healthcare		11/16/2020	Quiz #10 (Due 11/30)
Exam 2		11/30/2020 To 12/4/2020	Spent Assignment (Due 11/30/2020)
		12/7/2020	Legal Case Study (Due 12/7/2020)