

Applied Communications Content Area V

CONTENT AREA V: Concepts of Effective Communication

Cognitive (Knowledge) V.C Concepts of Effective Communication

1. Identify styles and types of verbal communication
2. Identify types of nonverbal communication
3. Recognize barriers to communication
4. Identify techniques for overcoming communication barriers
5. Recognize the elements of oral communication using a sender-receiver process
6. Define coaching a patient as it relates to:
 - a. health maintenance
 - b. disease prevention
 - c. compliance with treatment plan
 - d. adaptations relevant to individual patient needs
7. Recognize elements of fundamental writing skills
8. Discuss applications of electronic technology in professional communication
9. Identify medical terms labeling the word parts
10. Define medical terms and abbreviations related to all body systems
11. Define the principles of selfboundaries
12. Define patient navigator
13. Describe the role of the medical assistant as a patient navigator
14. Relate the following behaviors to professional communication:
 - a. assertive
 - b. aggressive
 - c. passive
15. Differentiate between adaptive and non-adaptive coping mechanisms
16. Differentiate between subjective and objective information
17. Discuss the theories of:
 - a. Maslow
 - b. Erikson
 - c. Kubler-ross
18. Discuss examples of diversity:
 - a. cultural
 - b. social
 - c. ethnic

Psychomotor (Skills) V.P Concepts of Effective Communication

1. Use feedback techniques to obtain patient information including:
 - a. reflection
 - b. restatement
 - c. clarification
2. Respond to nonverbal communication
3. Use medical terminology correctly and pronounced accurately to communicate information to providers and patients
4. Coach patients regarding:
 - a. office policies
 - b. health maintenance
 - c. disease prevention
 - d. treatment plan
5. Coach patients appropriately considering:
 - a. cultural diversity
 - b. developmental life stage
 - c. communication barriers
6. Demonstrate professional telephone techniques
7. Document telephone messages accurately
8. Compose professional correspondence utilizing electronic technology
9. Develop a current list of community resources related to patients' healthcare needs
10. Facilitate referrals to community resources in the role of a patient navigator
11. Report relevant information concisely and accurately

Affective (Behavior) V.A Concepts of Effective Communication

1. Demonstrate:
 - a. empathy
 - b. active listening
 - c. nonverbal communication
2. Demonstrate the principles of self-boundaries
3. Demonstrate respect for individual diversity including:
 - a. gender
 - b. race
 - c. religion
 - d. age
 - e. economic status
 - f. appearance
4. Explain to a patient the rationale for performance of a procedure