

**UNIVERSITY OF FLORIDA
COLLEGE OF NURSING
COURSE SYLLABUS
SPRING 2016**

<u>COURSE NUMBER</u>	NUR2650
<u>COURSE TITLE</u>	Transcultural Communications in Health Care Today
<u>CREDITS</u>	3
<u>PLACEMENT</u>	Pre-Health: Elective
<u>FACULTY</u>	Karen S. Reed, MSN, DHSc, RN, CNL, CRRN

COURSE DESCRIPTION The purpose of this course is to broaden pre-health student perceptions and understanding of health care beliefs and practices of specific cultural groups found in the United States. This course will foster the development of essential communication skills and techniques necessary for effective multidisciplinary teams and culturally sensitive practice.

COURSE OBJECTIVES Upon completion of this course, the student will be able to:

1. Recognize the communication norms, rituals and taboos of other cultures.
2. Examine the role culture plays in shaping the health beliefs and health seeking behaviors of people from different cultural backgrounds.
3. Discuss the impact of health literacy on health outcomes.
4. Value the importance of understanding one's own cultural background and practices, personal biases and assumptions.
5. Consider the challenges which come from miscommunications based upon cultural confusion.
6. Collaborate as a team member examining transcultural health care challenges.

COURSE SCHEDULE

E-Learning in Canvas is the course management system that you will use for this course. E-Learning in Canvas is accessed by using your Gatorlink account name and password at <http://lss.at.ufl.edu>. There are several tutorials and student help links on the E-Learning login site. If you have technical questions call the UF Computer Help Desk at 352-392-HELP or send an email to helpdesk@ufl.edu.

It is important that you regularly check your Gatorlink account email for College of University wide information and the course E-Learning site for announcements and notifications.

Course websites are generally made available on the Friday before the first day of classes.

TOPICAL OUTLINE

1. Communication as a cornerstone for health care practice.
2. Growing demand for transcultural communication
3. Values of major American cultural groups
4. Transcultural communication building blocks: beliefs, behaviors and communication
5. Barriers to transcultural communication
6. Western health care system subculture: hospital, professional, commercial
7. Health care professionals as culture brokers between subcultures
8. Developing a transcultural therapeutic relationship
9. Developing transcultural communication skills
10. Overcoming knowledge deficits
11. Controlling bias, ethnocentrism and stereotyping
12. Overcoming language barriers and terminology differences
13. Overcoming differences in perceptions and expectations
14. Comparing a variety of cultural models used to address cross-cultural healthcare situations.

TEACHING METHODS

Lecture, small group activities, group presentation, debates, panel presentations

LEARNING ACTIVITIES

Participation in classroom activities, cultural interviews, reflective logs, self-assessment exercises, book discussion

EVALUATION METHODS/ COURSE GRADE CALCULATION

Exam #1	15%
Exam #2	15%
Cultural Interview #1- (conducted without a translator)	20%
Cultural Interview #2-(conducted with a translator)	20%
Class attendance & weekly reflection log	30%
TOTAL	100%

MAKEUP POLICY

Missed Class

Missing class should be avoided to the degree possible. Unless documentation can be provided regarding the cause of the absence, points lost may not be made up. Students should contact the instructor in the event it is known a class will be missed so that the impact of the absence on the student's grade can be identified.

Missed Exams

1. If you have an excused absence and miss Exam 1 and/ or 2, you will take make up exam(s) during finals week. The exact location and date/ time of exam(s) is TBA at availability of the instructor and a secured testing area.
2. If you have an unexcused absence, the grade for that exam is 0%.

GRADING SCALE/ QUALITY POINTS

Letter Grade	Percentage	Quality Points
A	95-100%	4.0
A-	93-94%	3.67
B+	91-92%	3.33
B	84-90%	3.0
B-	82-83%	2.67
C+	80-81%	2.33
C	74-79%	2.0
C-	72-73%	1.67
D+	70-71%	1.33
D	64-69%	1.0
D-	62-63%	0.67
E	61% OR BELOW	0.0

For more information on grades and grading policies, please refer to the University's grading policies:
<https://catalog.ufl.edu/ugrad/current/regulations/info/grades.aspx>

UNIVERSITY AND COLLEGE OF NURSING POLICIES:

Please see the University of Florida Undergraduate Student Catalog for a full explanation of each of the following policies: <https://catalog.ufl.edu/ugrad/current/Pages/home.aspx>

Attendance

Academic Honesty

UF Grading Policy

Accommodations due to Disability

Religious Holidays

Counseling and Mental Health Services

Faculty Evaluations

Student Use of Social Media

REQUIRED TEXTBOOK

Hepp, A. (2015). Transcultural communication. 1st edition Wiley-Blackwell: Malden, MA

WEEKLY CLASS SCHEDULE

DATE	TOPIC/ EVALUATION	ASSIGNMENTS/ READINGS	FACULTY
Week 1	<ul style="list-style-type: none">• Course Introduction• Roles, Identities and Norms: How we learn the codes of our culture• Social Identity		
Week 2	<ul style="list-style-type: none">• Stereotyping, Bias and Prejudice• Transcultural Belief, Behaviors, and Communication• Transcultural Communication Stumbling Blocks		

Week 3	<ul style="list-style-type: none"> • Components of health-related values, attitudes, belief and practices: patients versus practitioner 		
Week 4	<ul style="list-style-type: none"> • Western Health Care System Subculture: Hospital, Professional Commercial • CULTURAL INTERVIEW #1 DUE 		
Week 5	<ul style="list-style-type: none"> • Using Basic Transcultural Communication Techniques 		
Week 6	<ul style="list-style-type: none"> • Overcoming Transcultural Communication Barriers 		
Week 7	<ul style="list-style-type: none"> • EXAM 1 • Overcoming Differences in Perceptions and Expectations 		
Week 8	<ul style="list-style-type: none"> • Health Literacy 		
Week 9	<ul style="list-style-type: none"> • SPRING BREAK 		
Week 10	<ul style="list-style-type: none"> • Non-English Speaking Patients/ Consumers and Interpreters • Eliciting Assessment Data from the Client, Family and Interpreters 		
Week 11	<ul style="list-style-type: none"> • Cultural Safety • Patient Safety/ Medical Errors related to Miscommunications secondary to Cultural Differences 		
Week 12	<ul style="list-style-type: none"> • Fostering Transcultural Communication with Other Health Care Professionals • CULTURAL INTERVIEW #2 DUE 		
Week 13	<ul style="list-style-type: none"> • Working in Multi-Cultural Teams: Concepts, Processes and Performance 		
Week 14	<ul style="list-style-type: none"> • Student Presentations of Lessons Learned from Cultural Interviews and Recommendations for Practice 		
Week 15	<ul style="list-style-type: none"> • EXAM 2 		

Approved: Academic Affairs Committee:
 General Faculty:
 UF Curriculum Committee: