

## Course Description Form

1. Course Name:					
Communication skills					
2. Course Code:					
<b>455 CpCs</b>					
3. Semester / Year:					
Second semester/ Fourth					
4. Description Preparation Date:					
13/09/2024					
5. Available Attendance Forms:					
On campus					
6. Number of Credit Hours (Total) / Number of Units (Total)					
2 Hours /2 Units					
7. Course administrator's name (mention all, if more than one name)					
Name: Fadya Yaqoob Kadhim Email: fadia.jassem@copharm.uobaghdad.edu.iq					
8. Course Objectives					
<b>Course Objectives</b>		<p>Communication skill is one of the missions of pharmacy care practice, aims to develop a conventional relationship between pharmacist and patients, in which information is exchanged, hold in confidence and used to optimize patient care through appropriate drug therapy. This course is intended to pharmacist provide better care to patients, and focus on communication skills necessary to build the kind of relationship that result in improved therapeutic outcomes.</p>			
9. Teaching and Learning Strategies					
<b>Strategy</b>		<p>Lectures Seminars Simple quizzes Brainstorming questions, Discussion ● Interactive discussions ● Presentation and recitation</p>			
10. Course Structure					
Week	Hours	Required Learning Outcomes	Unit or subject name	Learning method	Evaluation method
1	2	This topic outlines: 1-Pharmacists' Responsibility in Patient Care	Patient-Centered Communication Pharmacy Practice	Lectures, Discussions	Simple quizzes

		<p>2-Importance of Communication in Meeting Your Patient Care Responsibilities</p> <p>3-What is Patient-Centered Care?</p> <p>4-Understanding Medication Use from the Patient Perspective</p> <p>5-Encouraging a More Active Patient Role in Therapeutic Monitoring</p> <p>6-A Patient-Centered View of the Medication Use Process</p>			
2	2	<p>This topic outlines:</p> <p>1-Components of the Interpersonal Communication Model</p> <p>2-Personal Responsibilities in the Communication Model</p> <p>3-In Search of the Meaning of the Message</p> <p>4-Importance of Perception in Communication</p>	Principles Elements Interpersonal Communication	Lectures, Discussions	Simple quizzes
3	2	<p>1-Nonverbal versus Verbal Communication</p> <p>2-Elements of Nonverbal Communication</p> <p>3-Distracting Nonverbal Communication</p> <p>4-Detecting Nonverbal Cues in Others</p> <p>5-Dealing with Sensitive Issues</p> <p>6-Overcoming Distracting Nonverbal Factors</p>	Nonverbal type communication.	Lectures, Discussions	Simple quizzes
4	2	<p>This topic outlines:</p> <p>1-Environmental Barriers</p> <p>2-Personal Barriers</p>	Barriers communication.	Lectures, Discussions	Simple quizzes

		3-Administrative Barriers 4-Time Barriers			
5	2	This topic outlines: 1-Listening Well 2-Empathic Responding 3-Attitudes Underlying Empathy 4-Nonverbal Aspects of Empathy 5-Problems in Establishing Helping Relationships	Listening empathic response during communication.	Lectures, Discussions	Simple quizzes
6	2	This topic outlines: 1-Defining Assertiveness 2-Theoretical Foundations 3-Assertiveness Techniques 4-Assertiveness and Patients 5-Assertiveness and Other Health Care Professionals 6-Assertiveness and Employees 7-Assertiveness and Employers 8-Assertiveness and Colleagues	Assertiveness	Lectures, Discussions	Simple quizzes
7	2	This topic outlines: 1-Components of an Effective Interview 2-Interviewing as a Process 3-Interviewing in Pharmacy Practice 4-Interviewing and Patient-Reported Outcomes 5-Documenting Interview Information 6-Interviewing Using the Telephone	Interviewing assessment.	Lectures, Discussions	Simple quizzes

8	2	<p>This topic outlines:</p> <ol style="list-style-type: none"> <li>1-False Assumptions About Patient Understanding and Medication Adherence</li> <li>2-Techniques to Improve Patient Understanding</li> <li>3-Techniques to Establish New Behaviors</li> <li>4-Techniques to Facilitate Behavior Change</li> <li>5-Theoretical Foundations Supporting Behavior Change</li> <li>6-Applying Motivational Interviewing Principles and Strategies</li> </ol>	Helping patients manage therapeutic regimens.	Lectures, Discussions	Simple quizzes
9	2	<p>This topic outlines:</p> <p>Essential component of effective patient counseling and how to provide such counseling</p>	Patient counseling check point-by-point discussion; counseling scenarios	Lectures, Discussions	Simple quizzes
10	2	<p>This topic outlines:</p> <ol style="list-style-type: none"> <li>1-Introduction to Medication Safety Issues</li> <li>2-Types of Errors: Possible Causes and Potential Solutions</li> <li>3-General Strategies to Enhance Patient Safety When Errors Occur</li> </ol>	Medication safety and communication skills.	Lectures, Discussions	Simple quizzes
11	2	<p>This topic outlines :</p> <ol style="list-style-type: none"> <li>A-Older Adults</li> <li>B-Communication Impairments</li> <li>C-Patients with Disabilities</li> <li>D-Terminally Ill Patients</li> <li>E-Patients with HIV or AIDS</li> <li>F-Patients with Mental Health Problems</li> <li>G-Suicidal Patients</li> </ol>	Strategies to meet specific needs.	Lectures, Discussions	Simple quizzes

		H-Patients with Low Health Literacy I-Cultural Competence J-Caregivers			
12	2	This topic outlines: 1-Need for Educating Children and Their Parents About Medicines 2-Importance of Using a Patient-Centered Interaction Style 3-Understanding the Cognitive Developmental Level of a Child 4-General Principles for Communicating with and Empowering Children, Toddlers and Preschool Children School-Age Children, Adolescents	Communicating w children and elde about medications	Lectures, Discussions	Simple quizzes
13	2	This topic outlines: 1-Pharmacist Roles in Collaborative Medication Therapy Management 2-Barriers and Facilitators to Collaborative Partnerships 3-Initial Steps to Developing Collaborative Arrangements 4-Building Trust: The Cornerstone to Successful Collaborative Arrangements 5-Using Communication Skills to Enhance Collaborative Relationships 6-Six Critical Behaviors Within Collaborative Partnerships	Interprofessional communication and collaboration skills	Lectures, Discussions	Simple quizzes

14	2	<p>This topic outlines:</p> <ol style="list-style-type: none"> <li>1-Use of the Internet</li> <li>2-Use of E-mail in Society</li> <li>3-Patient–Provider Use of Electronic Communication</li> <li>4-Interprofessional Use of Electronic Communication</li> <li>5-Patient Privacy and System Security Issues</li> <li>6-Liability and the Therapeutic Relationship</li> <li>7-Establishing Pharmaceutical Care Services Using Electronic Communication</li> <li>8-Composing and Managing E-mail Messages</li> </ol>	Electronic communication in healthcare.	Lectures, Discussions	Simple quizzes
15	2	<p>This topic outlines:</p> <ol style="list-style-type: none"> <li>1-Definitions</li> <li>2-Incidence of nonadherence and health literacy</li> <li>3- Consequences of nonadherence and limited health literacy</li> <li>4- Causes of medication nonadherence and limited health literacy</li> <li>5-Measurement of medication adherence and health literacy</li> <li>6-Techniques to help patients improve medication adherence and health literacy</li> </ol>	Medication adherence and health literacy.	Lectures, Discussions	Simple quizzes
11. Course Evaluation					
25 midterm exam + 5 seminars + 70 Final exam					
12. Learning and Teaching Resources					
Required textbooks (curricular books, if a) <i>Communication Skills in Pharmacy Practice</i>					

Main references (sources)	A Handbook for Teaching Courses in Pharmacy Communications.
Recommended books and references (scientific journals, reports...)	Skills for Communicating with Patients. Third Edition. 2013.
Electronic References, Websites	Review articles