

# Professionalism and Communication in Sports Healthcare

ATR4018 | 3 Credits | Fall 2022

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## Course Info

### INSTRUCTOR

Christopher Brown PhD, LAT, ATC, CSCS, PES, OPE-C  
Clinical Associate Professor  
Doctor of Athletic Training Program  
Office Location: FLG124  
Phone: 352-294-1070  
Email: [cdbrown7@ufl.edu](mailto:cdbrown7@ufl.edu)

### OFFICE HOURS

By appointment (click [HERE](#))

### MEETING TIME/LOCATION

Access course through Canvas on UF e-Learning  
(<https://elearning.ufl.edu/>) & the Canvas mobile app by Instructure

## COURSE DESCRIPTION

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

## PREREQUISITE KNOWLEDGE AND SKILLS

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

## REQUIRED AND RECOMMENDED MATERIALS

### Textbooks:

*Communication Skills for the Healthcare Professional (2<sup>nd</sup> edition)*: 2020

Author: McCorry and Mason

ISBN: 978-1496394903

Publisher: Wolters Kluwer

### Additional Resources:

Located on the CANVAS webpage for the course.

### **COURSE FORMAT**

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 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.

## **Course & University Policies**

### **ATTENDANCE POLICY**

If you are grading participation, then please be sure to include a [rubric](#) for how you will assign points. If there are no points associated with attendance or participation, provide students with benefits of attending and/or your expectations.

### **PERSONAL CONDUCT POLICY**

**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>

**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 (<https://sccr.dso.ufl.edu/students/student-conduct-code/>) specifies a number of 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.

## MAKE-UP POLICY

**Exams:** 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>

## ACCOMMODATING STUDENTS WITH DISABILITIES

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.

## 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.aa.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.aa.ufl.edu/public-results/>.

## Getting Help

### HEALTH & WELLNESS

- U Matter, We Care: If you or a friend is in distress, please contact [umatter@ufl.edu](mailto:umatter@ufl.edu) or 352 392-1575
- Counseling and Wellness Center: <https://counseling.ufl.edu/>, 352-392-1575
- Sexual Assault Recovery Services (SARS) - Student Health Care Center, 392-1161
- University Police Department, 392-1111 (or 9-1-1 for emergencies) <http://www.police.ufl.edu/>

## ACADEMIC RESOURCES

- E-learning technical support, 352-392-4357 (select option 2) or e-mail to Learning-support@ufl.edu. <https://lss.at.ufl.edu/help.shtml>
- Career Connections Center, Reitz Union, 392-1601. Career assistance and counseling. <https://career.ufl.edu/>
- Library Support, <http://cms.uflib.ufl.edu/ask>. Various ways to receive assistance with respect to using the libraries or finding resources.
- Teaching Center, Broward Hall, 392-2010 or 392-6420. General study skills and tutoring. <http://teachingcenter.ufl.edu/>
- Writing Studio, 302 Tigert Hall, 846-1138. Help brainstorming, formatting, and writing papers. <http://writing.ufl.edu/writing-studio/>
- Student Complaints On-Campus: <https://sccr.dso.ufl.edu/policies/student-honor-code-student-conduct-code/> On-Line Students Complaints: <http://distance.ufl.edu/student-complaint-process/>

## INCLUSION, DIVERSITY, EQUITY, AND ACCESSIBILITY RESOURCES

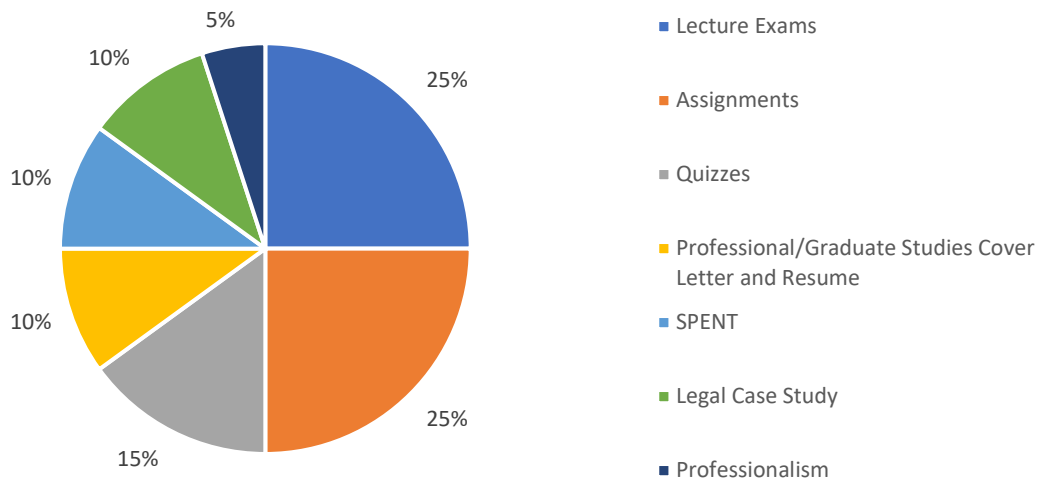
For suggestions or concerns related to IDEA, please reach out to any of the following:

- Dr. Linda Nguyen, APK IDEA Liaison, [linda.nguyen@hhp.ufl.edu](mailto:linda.nguyen@hhp.ufl.edu)
- Dr. Rachael Seidler, APK Graduate Coordinator, [rachaelseidler@ufl.edu](mailto:rachaelseidler@ufl.edu)
- Dr. Joslyn Ahlgren, APK Undergraduate Coordinator, [jahlgren@ufl.edu](mailto:jahlgren@ufl.edu)

## Grading

Evaluation Components	Approximate % of Total Grade
Lecture Exams	25%
Assignments	25%
Quizzes	15%
Professional/Graduate Studies Cover Letter and Resume	10%
SPENT	10%
Legal Case Study	10%
Professionalism	5%

Grade Breakdown



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](http://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

## Weekly Course Schedule

	Main Reading	Date Open	Assignments
Syllabus/Class Introduction	M&M Chapter 1	8/24	<ol style="list-style-type: none"> <li>1. Introduction Discussion (Due 8/30)</li> <li>2. Comm and Quality of Care Quiz (Due 8/30)</li> </ol>
Electronic Communication Skills	M&M Chapter 10	8/31	<ol style="list-style-type: none"> <li>1. Electronic Communication Quiz (Due 9/6)</li> <li>2. Upset Patient Role Play (Due 9/6)</li> </ol>
Resume /Cover-letter	M&M Chapter 11	9/7	<ol style="list-style-type: none"> <li>1. Cover Letter/Resume (Due 10/11)</li> <li>2. Interview Video Assessment (Due 9/13)</li> </ol>
Non-Verbal Communication	M&M Chapter 2	9/14	<ol style="list-style-type: none"> <li>1. Non-verbal Communication Quiz (Due 9/20)</li> <li>2. Nonverbal Strategies (Due 9/20)</li> </ol>
Verbal Communication	M&M Chapter 3	9/21	<ol style="list-style-type: none"> <li>1. Verbal Communication Quiz (Due 9/27)</li> </ol>
Exam 1		9/28 to 10/4	
Modifying Communication to Patient's Unique Needs	M&M Chapter 5	10/5	<ol style="list-style-type: none"> <li>1. Modifying Comm Quiz (Due 10/11)</li> <li>2. Modifying Comm Scenarios (Due 10/11)</li> </ol>
Adapting Communication to a Patient's Ability to Understand	M&M Chapter 6	10/12	<ol style="list-style-type: none"> <li>1. Adapting Comm Quiz (Due 10/18)</li> <li>2. Adapting Comm Scenarios (Due 10/18)</li> </ol>
Cultural Competency	M&M Chapter 7	10/19	<ol style="list-style-type: none"> <li>1. Cultural Competency Quiz (Due 10/25)</li> <li>2. Cultural Competence Discussion (Due 10/25)</li> </ol>
Exam 2		10/26 to 11/1	
Patient/Client Education	M&M Chapter 9	11/2	<ol style="list-style-type: none"> <li>1. Patient Education Quiz (Due 11/8)</li> </ol>
Interprofessional Teamwork and Communication	M&M Chapter 4	11/9	<ol style="list-style-type: none"> <li>1. Interprofessional Comm Quiz (Due 11/15)</li> </ol>
Legal Issues within Healthcare		11/16	<ol style="list-style-type: none"> <li>1. SPENT Assignment (Due 11/23)</li> <li>2. Legal Case Study (Due 12/5)</li> </ol>
Exam 3		11/30 to 12/7	