

Department	Pharmacy
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Course Name	Communication Skills	Course No.	0201555
Prerequisite	Pharmacology-3-	Credit Hours	3
Number & date of course plan approval	2010-2011	Brief Description	See form QF02/0409

Course Objective	Provide students with the knowledge and skills to successfully communicate with patients and other health professional providers in order to achieve the optimum therapeutic goals and outcomes.		
Intended Learning Outcomes	<ol style="list-style-type: none"> 1- Because communication is an important life skill, as well as being particularly important for pharmacists in dealing with patients, other health care professionals & in business. The extended role for pharmacists requires a greater time to be spent talking to people. 2- Pharmacists are the triage between the patients and the medical practitioners and after all helps in taking medicines safely and appropriately by the patients. Hence, pharmacists should have good communication skills. 3- Effective communication by pharmacists is essential to improve the use of medications by patients and ensure optimal therapeutic outcomes. 4- Pharmacists can improve patient adherence to drug therapy through appropriate strategies, including patient counseling and education. 5- This course aims to provide pharmacy students with the knowledge and skills necessary to meet their responsibilities as helping professionals. 		
Course Topics	The communication model, skills development, barriers and strategies to improve interpersonal communication are discussed throughout this course. Also communication with patients required special needs as well as the ethical behavior when communicating with patients will be discussed.		
Text Books	1- Communication Skills in Pharmacy Practice: A Practical Guide for Students and Practitioners. William N. Tindall 5th Ed.2008		
References			
Grade Determination	1 st Exam = 25% 2 nd Exam = 25% Final Exam = 50%	Practical Course Grade Determination	Course Work = 50% (Reports, Term Papers, Quizes) Final Exam = 50%
Course Outline			

Week	Hours	Subjects	Chapters in Textbook	Notes
1	1 1 1	Patient-Centered Communication in Pharmacy Practice	one	
2	1 1 1	Principles and Elements of Interpersonal Communication	two	
3	1 1 1	Nonverbal Communication	three	
4	1 1 1	Barriers to Communication	four	
5	1 1 1	Listening and Empathic Responding	five	
6	1 1 1	Assertiveness	six	
7	1 1 1	Interviewing and Assessment	seven	
8	1 1 1	Helping Patients Manage Therapeutic Regimens	eight	
9	1 1 1	Medication Safety and Communication Skills	nine	
10	1 1 1	Strategies to Meet Specific Needs	ten	
11	1 1 1	Strategies to Meet Specific Needs	eleven	
12	1 1 1	Communication Skills and Interprofessional Collaboration	twelve	
13	1 1 1	Electronic Communication in Healthcare	thirteen	
14	1 1 1	Ethical Behavior when Communicating with Patients	fourteen	
15	1 1 1	Ethical Behavior when Communicating with Patients	fourteen	



Course Detailed Description – Procedures of the Course Plan Committee /Faculty of Pharmacy

QF02/0408–2.1E

Approved by Dept. Chair

Date of Approval

Extra Information: (Updated every semester and filled by course instructor)

Course Instructor	Dr. Nouf Mahmoud
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