

# MEDIA RECOMMENDATION

Interactive Learning Objects, Animated Videos, Graphics  
Health Unit Coordinator

---

## **Title**

Becoming a Master Communicator  
(3 parts, approx 5-7 minutes each learner time)

## **Learning Goal**

Communicate effectively in various workplace scenarios

## **Description**

As a health unit coordinator some of the most important skills to master are the ability to communicate effectively, prioritize tasks and transcribe orders effectively and accurately. There are numerous situations that the HUC must navigate with clear communication so as to be culturally sensitive with patients and their families, to understand and articulate to others directives from medical personnel, and processing orders.

## **Part 1 Activity:**

Provides an overview of 'listening and feedback' skills (sender, message, receiver, encode/decode, feedback) and practice using this skills to address 2-3 simple scenarios, such as a patient with assertive behavior or does not speak English well, or staff with poor time management.

## **Part 2 Activity:**

Provides 2-3 scenarios that address prioritizing guidelines and where the learner identifies the best choices for communication/delegation of those priorities for a suitable resolution.

**Part 3 Activity:**

Provides 2-3 scenarios that address situations in processing orders (e.g. nursing, nutrition, lab results, treatments, discharge orders) where the learner identifies strategies for communication with clarity and use of proper medical terminology.

**Instructional Strategy**

These learning objects will be a combination of audio, video, visuals, animation, and other interactive elements to visually aid learners through authentic scenarios where communication is key in reflecting upon and resolving situational problems. There will be 3 parts interspersed throughout the course, each approximately a 5-minute learning experience and each presented in context of the relevant material in a module. By chunking and scaffolding the communication scenarios, the learner has the opportunity to practice communication skills learned in the Part 1 activity as it affects various topics/situations through-out the course. Feedback on the scenarios will be provided to review and reinforce information.

**Course Outcomes**

These activities support mastery of the following course outcomes:

- CO5: Exhibit effective communication skills
- CO9: Plan the general daily non-clinical HUC tasks performed in a hospital nursing unit or healthcare facility.
- CO10: Schedule appointments, procedures, and tests utilizing medical terminology and abbreviations.