Online Certificate in Health Communicatio

San Diego State University-Sharp Health Care
Program Outcomes

Certificate Outcomes

- Improved interactions between patients and healthcare providers
- Better health outcomes for patients
- Enhanced measures of provider effectiveness on surveys and evaluations (e.g., improved Press Ganey scores)
- Application of evidence-based solutions to communication challenges in healthcare
- Lower hospital re-admissions caused by ineffective provider-patient and provider team communication

Certificate Learning Objectives

- Describe the importance of communication in diverse healthcare settings
- Collaborate with patients and families to pursue treatment options and ensure compliance
- Apply best practices for competent communication with patients from a variety of socio-economic and cultural backgrounds
- Serve effectively as part of a multi-disciplinary healthcare team

Foundations of Health Communication (Course 1)

Following this activity, participants should be able to:

- Utilize narratives as a tool for receiving and conveying health information.
- Communicate with patients from diverse backgrounds.
- Apply evidence-based best practices for increasing health literacy among patients.

Patient-Provider Interaction (Course 2)

Following this activity, participants should be able to:

- Demonstrate positive communication strategies in clinical settings.
- Motivate patient compliance through communication.
- Influence patient satisfaction.

Interprofessional Communication (Course 3)

Following this activity, participants should be able to:

- Implement effective team-based communication strategies.
- Manage conflict in work teams.
- Promote group cohesion and consensus decision-making strategies.

For additional information, please email **globalcampus@sdsu.edu** or call **(619) 594-7700**.

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