



BRITISH COLUMBIA INSTITUTE OF TECHNOLOGY

Operating Unit: Basic Health Sciences

Program: Medical Radiology

Option:

## Course Outline

**BHSC 1241**

**Human Behaviour**

**Start Date:** January 4, 2000

**End Date:** April 21, 2000

**Course Credits:** 2.5

**Term/Level:** 1

**Total Hours:** 37

**Total Weeks:** 15

**Hours/Week:** **Lecture:** 2 or 1  
(alternating weeks)

**Seminar:** 1

### Prerequisites

**Course No.** **Course Name**

Admission to the Program

### BHSC 1241 is a Prerequisite for:

**Course No.** **Course Name**

Required for Graduation

### Course Calendar Description

This course explores psychological and sociological concepts, research, and applications of relevance to medical radiography technologists in training and in clinical practice. Topics include: critical skills for interaction and communication, managing stress in clients and self, challenges and opportunities presented by cultural and other diversity in the workplace, trends in the organization and delivery of health care including employment, dealing with emergencies, group interaction and organizational climate, special needs associated with age of client and selected conditions, professional and legal implications of practice, life-threatening illness and mortality. Emphasis is on improving sensitivity and human relations skills in dealing with clients and staff and effective ways of handling common health care events.

### Course Goals

This course is designed to enhance the human relations skills and knowledge base of medical radiography students to support their learning and clinical performance. Interactions with patients are often very brief, often associated with trauma or health crisis, often in a harried work environment. The practice of the technology must be "automatic" yet very open to the demands of the particular situation. The technologist must be able to establish "competent rapport" quickly and work very flexibly with issues as they present. As well, the technologist must be able to function effectively as part of a team.

## Evaluation

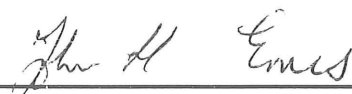
Attendance at Cancer Agency	10%	
Stress Management Assignment	15%	
Attitude Change Assignment	15%	
Communications Assignments	20%	
Midterm Examination	20%	March 6, 2000 (two hours)
Final Examination	20%	Week of April 17-21, 2000 (two hours)
TOTAL	100%	(Note: A passing grade in Medical Radiography Technology is 60%.)


## Course Learning Outcomes/Competencies

1. Describe basic communications skills (including assertiveness, assessing motivation and climate, building ground rules, emphasizing shared interests, dealing with anger) and apply in situations of potential conflict.
2. Describe the physiological impact of stress and its role in producing illness, psychological and environmental factors that may increase stress, and a variety of approaches to stress management.
3. Describe selected ways in which cultural and other diversity can affect experience and communication in clinical settings with reference to cultural groups commonly encountered and note effective approaches to embracing diversity including attitude change.
4. Describe relevant demographic, fiscal, health care and other changes that are putting pressure on our health care system and describe possible approaches to change including that attempted in B.C. Note implications these changes have on technology training and employment.
5. Describe findings from social psychology on conformity, compliance, cohesive groups and problem solving and note approaches to helping a group achieve a more positive or effective climate and routine.
6. Describe relevant developmental capacities and needs characteristic of infants, young children, adolescents, adults and aging adults, and those with sensory, cognitive or motor disabilities and describe and apply simple approaches to meeting special needs and taking advantage of strengths.
7. Identify principles of clinical practice that lessen vulnerability to charges of negligence or battery and outline legal definitions of tort of negligence and tort of battery and describe the course of a typical complaint that goes to suit.
8. Identify the special implications of life-threatening illness and describe support structures and approaches that can be of use to people coping with the threat or reality of mortality.

## Course Content Verification

I verify that the content of this course outline is current, accurate, and complies with BCIT Policy.

  
\_\_\_\_\_  
Program Head/Chief Instructor

  
\_\_\_\_\_  
Date

Note: Should changes be required to the content of this course outline, students will be given reasonable notice.



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### **Instructor(s)**

Gordon Handford

Office No.: SW3 3083

Office Hrs.: To be arranged.

Office Phone: 451-6922

E-mail Address: ghandfor@bcit.ca

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### **Learning Resources**

#### **Required:**

All materials for this course will be provided by the instructor.

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### **BCIT Policy Information for Students**

1. During the first class the instructor and student responsibilities and evaluation methods will be discussed and agreed upon.
2. Students will participate in a verbal and written review of the course at midterm and at the end of term. These reviews will focus on the course content and structure, instructor performance, contradictions and congruencies between course goals, content and process, contextual factors, affective reactions or positions that support or interfere with participation in the course.
3. Attendance is required in this course as much of the material presented in lecture will not be available in other formats and as active involvement in discussion and lecture constitutes a significant portion of the course. Therefore, if students are absent for more than 10% of the planned activities without a documented medical reason, they will not meet the attendance requirement of the course and may be withdrawn from the course. (See BCIT policy re attendance.)
4. Student written work is assumed to be original and specific to this course. Plagiarism, the presentation of other's written work as one's own, will not be tolerated. (See BCIT policy re plagiarism.) The same applies to any aid that gives a student an unfair advantage in a written examination. (See BCIT policy re cheating).



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**Schedule**

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Week of/ Number	Outcome/Material Covered
1-4 (Jan. 4 – Mar. 28)	Introduction to course. Communication and introduction to Conflict Resolution.
5 and 6 (Jan. 31 – Feb. 11)	Stress Management: Sources and assessment, physiology of stress and illness, management strategies and skills.
7 (Feb. 14)	Cultural context of communication.
8 (Feb. 21)	Embracing diversity, dealing with harassment and discrimination, attitude change, medicolegal issues.
9 (Feb. 28)	Demographics, the Crisis in Health Care, the “B.C. Solution”, training and workplace challenges.
(Mar. 6)	MIDTERM EXAMINATION
(Mar. 13)	MIDTERM BREAK
11-12 (Mar. 20)	Group Processes: conformity, compliance, cohesive groups and problem solving. Giving and receiving feedback. Influencing groups and conflict resolution (cont’d).
13 (Apr. 3)	Developmental and disability issues.
14 (Apr. 10)	Life threatening illness: endings.
15 (Apr. 17)	FINAL EXAMINATION