



Introduction (5 minutes)

Read the following introduction and answer the questions that follow:

Collaboration and communication are essential skills for healthcare professionals to deliver high-quality patient care. Effective teamwork and communication can help prevent medical errors, improve patient outcomes, and enhance the overall quality of care.

1. What is the importance of collaboration and communication in a hospital setting?

2. How can healthcare professionals communicate effectively with patients, families, and colleagues?

3. What are some strategies for building trust and respect among team members?

Group Discussion (15 minutes)

Group Task:

Divide into small groups and discuss the following questions:

- What are some challenges of communicating effectively in a hospital setting?
- How can healthcare professionals overcome these challenges?
- What are some strategies for promoting collaboration and teamwork?

Active Listening and Clear Communication (20 minutes)

Read the following information and answer the questions that follow:

Active listening is the process of fully concentrating on and comprehending the message being conveyed by the other person. It involves maintaining eye contact, nodding, and asking clarifying questions to ensure understanding.

1. What is active listening, and why is it important in a hospital setting?

2. How can healthcare professionals use clear and concise language to communicate effectively?

3. What are some non-verbal communication skills that healthcare professionals can use to convey empathy and understanding?

Role-Play (20 minutes)

Role-Play Task:

Divide into pairs and role-play a patient-care scenario. One student should play the role of the healthcare professional, and the other student should play the role of the patient. Practice active listening and clear communication skills.

Conflict Resolution and Problem-Solving (25 minutes)

Read the following information and answer the questions that follow:

Conflict resolution and problem-solving are essential skills for healthcare professionals to manage conflicts and make effective decisions. It involves identifying the problem, generating solutions, and evaluating the outcomes.

1. What are some common conflicts that can arise in a hospital setting?

2. How can healthcare professionals resolve conflicts in a constructive manner?

3. What are some strategies for problem-solving and decision-making in a team?

Case Study (25 minutes)

Case Study Task:

Read the following case study and work in groups to analyze the conflict and come up with strategies for resolving it.

Case Study: A nurse and a doctor are in disagreement about the best course of treatment for a patient. The nurse believes that the patient should be given more pain medication, while the doctor thinks that the current dosage is sufficient.

Technology-Enhanced Collaboration (20 minutes)

Read the following information and answer the questions that follow:

Technology can enhance collaboration and communication in a hospital setting by providing digital tools and platforms for healthcare professionals to share information and coordinate care.

1. What are some digital tools and platforms that healthcare professionals can use to enhance collaboration and communication?

2. How can electronic health records and telehealth systems facilitate effective communication and collaboration?

3. What are some potential challenges and limitations of using technology to enhance collaboration and communication?

Group Presentation (25 minutes)

Group Task:

Divide into small groups and create a presentation on the role of technology in enhancing collaboration and communication in a hospital setting.

Conclusion (10 minutes)

Individual Reflection:

1. What was the most surprising thing you learned about collaboration and communication in a hospital setting?

2. How will this learning change your actions in the future?

3. What questions do you still have about collaboration and communication in a hospital setting?

Assessment (20 minutes)

Complete the following assessment tasks:

1. Participation in group discussions and activities (20%)
2. Quality of written reflections and group presentations (30%)
3. Ability to apply collaboration and communication skills in a simulated patient-care scenario (30%)
4. Written quiz on collaboration and communication concepts (20%)

Extension Activity (20 minutes)

Extension Task:

Choose one of the following extension activities:

- Create a video or podcast on the importance of collaboration and communication in a hospital setting.
- Invite a guest speaker to talk to the class about their experiences with collaboration and communication in a hospital setting.
- Design a poster or infographic on the role of technology in enhancing collaboration and communication in a hospital setting.

