

DEPARTMENT OF PRACTICAL NURSE AND HEALTH CARE AIDE

COURSE OUTLINE - Fall 2026

HC 1031 A2/L1/L2 : Communication and Collaborative Care

4 (2.5-0-2.5) 60 hours for 12 weeks

Northwestern Polytechnic acknowledges that our campuses are located on Treaty 8 territory, the ancestral and present-day home to many diverse First Nations, Metis, and Inuit people. We are grateful to work, live and learn on the traditional territory of Duncan's First Nation, Horse Lake First Nation and Sturgeon Lake Cree Nation, who are the original caretakers of this land.

We acknowledge the history of this land and we are thankful for the opportunity to walk together in friendship, where we will encourage and promote positive change for present and future generations.

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CALENDAR DESCRIPTION:

This course provides learners with essential communication skills for effective collaboration within the health care team. Through practical learning, HCAs will acquire techniques to interact professionally and competently with all members of the health care team. The course focuses on various forms of written documentation, problem-solving, conflict resolution, cultural safety, and cultural humility. Additionally, learners will develop

strategies to overcome communication challenges with clients experiencing communication impairments.

COREQUISITES:

HC1011, HC1021, HC1041

REQUIRED TEXT/RESOURCE MATERIALS:

College of LPNs and HCAs of Alberta. (2026, February). *HCA knowledge hub*.
<https://www.clpna.com/hca/knowledge-hub/>

Wilk, M. J., Sorrentino, S. A., & Remmert, L. N. (2022). *Sorrentino's Canadian textbook for the support worker* (5th ed.). Elsevier Canada.

Wilk, M. J., & Sekhon, N. (2022). *Workbook to accompany Sorrentino's Canadian textbook for the support worker* (5th ed.). Elsevier Canada.

DELIVERY MODE(S): Lecture and Lab

LEARNING OUTCOMES:

1. Describe principles of communication, including privacy and confidentiality, required for maintaining effective professional relationships.
2. Demonstrate principles of communication that the HCA will use when working collaboratively with the health care team.
3. Identify key elements of conflict and basic conflict management.
4. Apply effective conflict management strategies in professional relationships.
5. Demonstrate principles of accurate documentation of client care.
6. Demonstrate effective and professional use of information technology to support client care.
7. Describe principles of cultural safety and cultural humility.
8. Explain the impact that culture, diversity, and disability can have on communication.
9. Describe communication techniques that support clients with various communication challenges.

TRANSFERABILITY:

Please consult the Alberta Transfer Guide for more information. You may check to ensure the transferability of this course at the Alberta Transfer Guide main page <http://www.transferralberta.alberta.ca>.

Students are cautioned that it is their responsibility to contact the receiving institutions to ensure transferability.

EVALUATIONS:

Assessment	Due	Weighting
Group Presentation	October 7, 2026	25%
Peer Feedback on Group Presentation		10%
Documentation Assignment	October 14, 2026	25%
Final Exam	November 25, 2026	40%
Lab Skills	End of Course	Pass/Fail

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1. Group Presentation

Effective communication strategies are essential to ensure understanding among HCAs, clients, families, and members of the health care team, thereby enhancing quality care and reducing the risk of errors. This assignment will allow learners to demonstrate their knowledge and application of a chosen communication strategy. The goal of this group assignment is to collaboratively explore and present one effective communication strategy used in health care, highlighting its impact on client outcomes and team collaboration. It is worth a total of 35 %:

- Presentation 25%
- Peer Feedback 10%

2. Documentation Assignment

Documentation in health care is essential for ensuring the delivery of safe, effective, and high-quality care. It serves several important purposes that affect client outcomes, legal compliance, communication, and the overall effectiveness of care.

Documentation principles guide HCAs in ensuring that documentation meet requirements such as confidentiality, dignity, and accuracy. This assignment will allow you to demonstrate your knowledge regarding the principles of documentation.

3. Final Exam

The final multiple-choice exam is designed to evaluate learners' understanding and mastery of the core concepts covered throughout this course. The exam assesses both foundational knowledge and the ability to apply that knowledge.

4. Lab Skills

The purpose of this assignment is to ensure learners' understanding and competency of skills. Learners must competently demonstrate each skill in the Course 3 Lab Skills Checklist, in-person to the instructor, in order to pass the course. All skills must be demonstrated and signed off as competent by the course instructor.

GRADING CRITERIA:

Alpha Grade	4-point Equivalent	Percentage Guidelines		Alpha Grade	4-point Equivalent	Percentage Guidelines
A+	4.0	95-100		C+	2.3	67-69
A	4.0	85-94		C	2.0	63-66
A-	3.7	80-84		C-	1.7	60-62
B+	3.3	77-79		D+	1.3	55-59
B	3.0	73-76		D	1.0	50-54
B-	2.7	70-72		F	0.0	00-49

**** 70% or a B- is required to pass this course****

COURSE SCHEDULE/TENTATIVE TIMELINE:

Week	Modules Covered in Lecture	Modules Covered in Lab
Week 1	Start Module 1	Module 1
Week 2	Module 1	Module 1 + Module 2
Week 3	Module 2	Module 2 + Module 3
Week 4	Module 2 & Start Module 3	Module 3
Week 5	Module 3 & Start Module 4	Module 3
Week 6	Module 4	Module 3 + Module 4
Week 7	Module 4	Module 4
Week 8	Module 4 + Start Module 5	Module 4
Week 9	Module 5	Module 4 + Module 5
Week 10	Module 5	Module 5
Week 11	Module 5	Module 5
Week 12	Module 5	Module 5

***Tentative/Subject to change. Please see D2L for further breakdown.**

STUDENT RESPONSIBILITIES:

As a student at NWP, you have rights and responsibilities. It is your responsibility to be familiar with the information contained in this Course Outline and the HCA student handbook and to clarify any areas of concern with the instructor. It is also your responsibility to be familiar with NWP Policies. Please take the time to familiarize yourself with the policies that might impact you while you are here:

- NWP Department of Practical Nurse & Health Care Aide, [HCA Student Handbook](#)

STATEMENT ON ACADEMIC MISCONDUCT:

Academic Misconduct will not be tolerated. For a more precise definition of academic misconduct and its consequences, refer to the Student Rights and Responsibilities policy available at <https://www.nwpolytech.ca/about/administration/policies/index.html>

****Note: all Academic and Administrative policies are available on the same page.**

ADDITIONAL INFORMATION:

LECTURES:

Attendance at all lectures is encouraged. Absence could jeopardize overall performance.

LABS:

By the end of each lab, students are responsible to demonstrate beginning proficiency and competence with each of the skills offered in this course. Attendance at all labs is required and students are responsible to consult with the Lab Instructor to make up for missed labs. To develop proficiency and psychomotor expertise students are encouraged to practice at home or during regularly schedule practice labs