



California State University, Sacramento

Department of Communication Sciences and Disorders

GRADUATE SYLLABUS & COURSE OUTLINE

Semester/Year: Spring 2025	Course: CSAD 620: Clinical Methods – Communicating with Patients	Section: 01
Meeting Days: Thursday	Meeting Times: 12:00-12:50pm	Location: Folsom 2204
Instructor: Laura Gaeta, Ph.D. (she/her)	Email: lgaeta@csus.edu	
Office Hours: Monday 1:30-3:30; Wednesday 2:00-3:00pm	Location: Folsom 2207A or Zoom; schedule online	

Catalogue Course Description:

CSAD 620 Clinical Methods: Communicating with Patients.

1 Unit

Prerequisite(s): Admission to doctorate program in audiology; [CSAD 610](#).

Corequisite(s): [CSAD 620C](#).

Communicating with patients. The nature of health communication among providers, patients, families, and caregivers. Topics related to multicultural issues will also be presented.

Place of Course in Program

This methods course focuses on communicating with patients and families. Students will learn about styles of communication, strategies for resolution and decision-making, the audiologist-patient relationship, and patient advocacy. Multicultural aspects of communication will also be discussed.

Sacramento State Graduate Learning Goals (GLG)

Sacramento State Graduate Learning Goals (GLG)	Addressed by this course (Y/N)
Disciplinary knowledge: <i>Master, integrate, and apply disciplinary knowledge and skills to current, practical, and important contexts and situations.</i>	Y
Communication: <i>Communicate key knowledge with clarity and purpose both within the discipline and in broader contexts.</i>	Y
Critical thinking/analysis: <i>Demonstrate the ability to be creative, analytical, and critical thinkers.</i>	Y
Information literacy: <i>Demonstrate the ability to obtain, assess, and analyze information from a myriad of sources.</i>	Y
Professionalism: <i>Demonstrate an understanding of professional integrity.</i>	Y

Intercultural/Global Perspectives: <i>Demonstrate relevant knowledge and application of intercultural and/or global perspectives.</i>	Y
Research: <i>Conduct independent research resulting in an original contribution to knowledge in the focused areas of their graduate program</i>	Y

Expected Learning Outcomes (ELO)

Mastery of each student-learning outcome listed below is indicated by a grade of B or better on each component of the corresponding measures listed in the table. Students are required to track their progress towards meeting each learning outcome and must make an appointment with the instructor for any grade equal to or less than a B. The instructor will suggest strategies to help you establish competence and knowledge in these areas.

Students should track their progress towards meeting each learning outcome by listing their grades on the table below over the course of the semester.

Upon completion of this course, students will be able to:

1. List factors to consider in the audiologist-patient relationship.
2. Describe the role of the audiologist in the decision-making process.
3. Discuss strategies for facilitating decision-making.
4. Identify resources for patient advocacy.
5. Evaluate clinical scenarios for appropriate use of interpreters.
6. Use clinical, ethical, and legal guidelines for the provision of culturally- and linguistically-appropriate services.
7. Establish appropriate assessment and rehabilitative approaches and procedures for non-English speaking populations.
8. Give examples of strategies for assessing speech recognition for non-English speaking patients.

ELO	Component Indicating Competency	Grade(s) Received
1	Reflection board post; grand rounds presentation; G&G	
2	Reflection board post; class participation; grand rounds presentation; G&G	
3	Reflection board post; class participation; reflection-on-action forms; G&G	
4	Class participation; grand rounds presentation; G&G	
5	Reflection board post; class participation; grand rounds presentation; G&G	
6	Class participation; reflection board post; grand rounds presentation; G&G	
7	Reflection board post; class participation; G&G	

8	Class participation; G&G	
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Textbooks, Materials, and Online Resources:

No textbook is required. See Canvas for readings and other materials.

American Psychological Association. (2020). *Publication manual of the American Psychological Association* (7th ed.). <https://doi.org/10.1037/0000165-000>

Online Resources:

This course utilizes Canvas. All course materials will be available on Canvas.

Course Requirements/Components:

Course Format

Seminar

Class Assignments:

Course grades will be based on attendance and participation, assignments (14 G&G, 14 Reflection posts), reflection-on-action submissions (midterm, final), and a grand rounds presentation. Assignments must be submitted on time.

Rubrics for all assignments will be available on Canvas. Turnitin.com will be used for written assignments submitted online.

G&G assignments: There will be 13 weekly “G&G” assignments and one final G&G assignment in this course. Information about these weekly assignments can be found on Canvas. Missing or incomplete G&Gs will receive a 0.

Discussion board posts: There are 11 discussion board posts in this course. Each question relates to the content covered in the course and their clinical course, CSAD 620C. See Canvas for assignment details, requirements for responses, and the rubric.

Reflection-on-action forms: Students will submit a midterm and final week evaluation of their performance in clinic through CALIPSO. This form can be found on Canvas. It must be submitted to Canvas and CALIPSO for full credit per the rubric found on Canvas.

Grand rounds presentation: Students will present a case from clinic using the grand rounds format and an evidence-based approach around any of the topics discussed in the course. Requirements for the presentation can be found on Canvas.

Attendance and participation: Students will receive points for attendance and participation. These points will be awarded in Canvas.

Grading Policy:

Activity	Points Available	Points Earned	Percentage of Grade
G&G (5 points each x 13)	65		32.5%

G&G Final (5 points)	5		2.5%
Reflection board post (5 points each x 11)	55		27.5%
Grand rounds presentation	30		15%
Reflection-on-action form and submission (midterm)	5		2.5%
Reflection-on-action form and submission (final)	5		2.5%
Participation and attendance	25		12.5%
Clinical hours log	5		2.5%
TOTAL COURSE POINTS AVAILABLE	200		

Overall percentage needed:

Note: A grade of “B” or higher is required to count toward the minimum number of units needed to advance.

Letter	%
A	93-100%
A-	90-92.99%
B+	87-89.99%
B	83-86.99%
B-	80-82.99%
C+	77-79.99%
C	73-76.99%
C-	70-72.99%
D+	67-69.99%
D	63-66.99%
D-	60-62.99%
F	< 60%

Note: Scores that are on the border between two grades will be rounded (e.g. 94.5% will be 95%, 89.5 will be 90%, etc.) Scores that will round to another letter grade by the second digit after the decimal place (e.g., 89.45) will round to the tens decimal place and follow the first note (e.g., 89.5 will round to 90%).

Attendance Policy

Students are expected to arrive in class on time, prepared to participate and engage in classroom activities for both in-person and synchronous/virtual interactions. Students are responsible for class content, lecture materials, assignments, announcements, and must be aware of changes in the class schedule. Students are advised that

instructional faculty may include an attendance policy in courses, which may require attendance as part of the student's course grade. These policies will be set in the syllabus.

Given the full-time, intensive nature this doctoral program, it is important that students contact instructors if they are absent or are anticipating absence, especially over an extended period of time. In the case of the latter, the Au.D. Program Director must also be notified. Attendance for clinical practica is outlined in the clinic handbook.

Email

Students in the Au.D. program are required to maintain an active CSUS email address, which is linked to the student ID number. Official emails will be sent through CSUS email. Students are expected to regularly check their CSUS emails.

Course Policies/Procedures:

Class Preparation:

All required readings are for the date listed in the course schedule, not the following class period. Students are responsible for all assigned readings, whether discussed in class or not.

Class Participation:

Students are required to actively participate in class discussions and read/view/listen to any assigned materials prior to class meetings.

Class Attendance:

Attendance is required and worth up to 30 points. Repeated tardiness to class (two or more times) and/or more than two unexcused absences will result in the initiation of an APIP. Absences may be excused with appropriate documentation.

If you are sick, stay home and do not attend class. Notify your instructor. Please self-diagnose if you are experiencing any COVID- like symptoms (fever, cough, sore throat, muscle aches, loss of smell or taste, nausea, diarrhea, or headache) or have had exposure to someone who has tested positive for COVID contact Student Health & Counseling Services (SHCS) at 916-278-6461 to receive guidance and/or medical care. You are asked to report any possible COVID related illnesses/exposures to SHCS via this link COVID-19 Illness/Exposure Report Form: <https://sacstateshcs.wufoo.com/forms/covid19-illnessexposure-report/> Expect a call from SHCS within 24 hours. The CDC provides a good source of information regarding COVID-19 and a way to self-check symptoms: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

Course Schedule/Outline:

Date	Topic	Preparation	Due Date
01/23	No class – Dr. Gaeta away at conference Communication style	None.	
01/30	Patient-centered care	See Canvas	Reflection #1
02/06	Decision-making in audiology and strategies for facilitation	See Canvas	Reflection #2
02/13	Verbal communication; non-verbal communication	See Canvas	Reflection #3

02/20	Patient populations	See Canvas	Reflection #4
02/27	Interviewing techniques	See Canvas	Reflection #5
03/06	Advocacy	See Canvas	Reflection #6
03/13	Working with patients and other professionals	See Canvas	Reflection-on-action form due Reflection #7
03/20	Legal and ethical guidelines; clinical guidelines		Reflection #8
03/27	Cultural and linguistic diversity in audiology: Cultural competency and humility Microaggressions and bigotry	See Canvas	Reflection #9
04/03	<i>Spring break – No class</i>	See Canvas	
04/10	Health literacy	See Canvas	Reflection #10
04/17	Speech audiometry in other languages Interpreters	See Canvas	Reflection #11
04/24	Case presentations (1-2)	See Canvas	
05/01	Case presentations (3-4)		Reflection-on-action form due
05/08	Case presentations (5-6) Last day of class		Final G&G due Clinic hours log due
05/16	Finals week – No final exam		

Hornet Honor Code

<https://www.csus.edu/student-affairs/internal/documents/hornet-honor-code.pdf>

As proud members and representatives of the Sacramento State Hornet community, we commit ourselves to actively promoting honesty, integrity, respect, and care for every person, ensuring a welcoming campus environment, and striving to help every member of our Hornet family feel a strong sense of belonging.

As Hornets, we will:

- Promote an inclusive campus and community
- Listen and respect each other's thoughts, interests, and views Value diversity and learn from one another
- Engage daily with mutual trust, care, and integrity
- Support a culture of honor and adhere to campus policies for honesty, ethics, and conduct
- Be proud to be Sac State Hornets.

Academic conduct

Students enrolled in the Au.D. program must adhere to the Department and University policies on academic misconduct. Please see the department's policy on academic misconduct ("Policy on Student Academic and Clinical Conduct"). The following are expectations for professional behavior in the classroom:

- **Ethics:** Students must uphold the ethical standards set forth by professional bodies in the field (see Appendices C and D).
- **Respect:** Students should demonstrate respect to their peers, instructors, and staff.
- **Feedback:** Students are expected to self-reflect and modify their work in response to feedback, while displaying non-defensive behavior to suggestions.
- **Health:** Students should maintain their personal wellness and health, attending to any needs in a timely fashion in order to support their academic and professional growth.
- **Attire:** Students should dress appropriately for class. Classes may be held in clinic space, so students are expected to observe the clinic dress code.
- **Accountability:** Students are expected to be accountable, honest, and professional for their activities and communications. The general principles of ethical behavior should be applied to their coursework, evaluations, and examinations.
- **Language:** Students should demonstrate professional oral and written communication, including emails. Discretion and professional language should be used in all modalities, emphasizing constructive rather than reactive use.
- **Scholarship:** Students should take an active role in their learning, recognizing their deficiencies and seeking to correct them, as part of their commitment to lifelong learning.
- **Effort:** Students should collaborate and work to complete tasks and assignments on time or by the set deadline. Students are expected to follow through on all activities while maintaining professionalism and intellectual curiosity.

Commitment to Integrity

As a student in this course (and at this university) you are expected to maintain high degrees of professionalism, commitment to active learning and participation in this class and also integrity in your behavior in and out of the classroom.

Sac State's Academic Honesty Policy & Procedures

"The principles of truth and honesty are recognized as fundamental to a community of scholars and teachers. California State University, Sacramento expects that both faculty and students will honor these principles, and in so doing, will protect the integrity of academic work and student grades." Read more about Sac State's Academic Honesty Policy & Procedures at the following website:

<https://sacramentostate.policystat.com/policy/11300038/latest>

Definitions: At Sac State, "cheating is the act of obtaining or attempting to obtain credit for academic work through the use of any dishonest, deceptive, or fraudulent means." **Plagiarism** is a form of cheating. At Sac State, "plagiarism is the use of distinctive ideas or works belonging to another person without providing adequate acknowledgement of that person's contribution." Source: Sacramento State University Library Note: Any form of academic dishonesty, including cheating and plagiarism, may be reported to the office of student affairs.

Department Policy on Use of APA format

The Department of Communication Sciences and Disorders requires the use of the APA format and style. All students are required to reference the APA manual (7th edition.) All assignments are to be composed using APA format and style unless otherwise noted.

Understand When You May Drop This Course

It is the student's responsibility to understand when he/she need to consider disenrolling from a course. Refer to the Sac State Course Schedule for dates and deadlines for registration. After this period, a serious and compelling reason is required to drop from the course. Serious and compelling reasons include: (a) documented and significant change in work hours, leaving student unable to attend class, or (b) documented and severe physical/mental illness/injury to the student or student's family. Under emergency/special circumstances, students may petition for an incomplete grade. An incomplete will only be assigned if there is a compelling extenuating circumstance. All incomplete course assignments must be completed by the department's policy.

Equal Access

California State University-Sacramento, Department of Communication Sciences and Disorders, seeks to provide equal access to its programs, services, and activities for people with disabilities. If you have a documented disability and verification from the Disability Access Center (DAC), and wish to discuss academic accommodations, please contact your instructor as soon as possible. It is the student's responsibility to provide documentation of disability to DAC and meet with a DAC counselor to request special accommodation before classes start. **Sacramento State Disability Access Center (DAC)** offers a wide range of support services and accommodations for students in order to ensure students with disabilities have equal access and opportunity to pursue their educational goals. Working collaboratively with students, faculty, staff and administrators, DAC provides consultation and serves as the information resource on disability related issues to the campus community. DAC is located in Lassen Hall 1008 and can be contacted by phone at (916) 278-6955 (Voice) or (916) 278-7239 (TDD only) or via email at dac@csus.edu Additional information can be found on the DAC website: <https://www.csus.edu/student-affairs/centers-programs/disability-access-center/>

Crisis Assistance & Resource Education Support (CARES) Support

If you are experiencing challenges in the area of food and/or stable housing, help is just a click, email or phone call away! Sacramento State offers basic needs support for students who are experiencing challenges in these areas. Please visit our Crisis Assistance & Resource Education Support (CARES) website to learn more about your options and resources available. <https://www.csus.edu/student-affairs/crisis-assistance-resource-education-support/>

Title IX

The University requires faculty and staff to report any personal disclosures of sexual misconduct including rape, dating/domestic violence and stalking to the Title IX Coordinator. Students who do not wish to report their experience to me or the Title IX Coordinator may speak to someone confidentially by contacting Student Health and Counseling Services.

Sac State is committed to supporting students and fostering a campus environment free of sexual misconduct and gender-based discrimination. If a student chooses to disclose to a faculty or staff member an experience related to sexual misconduct which includes rape, relationship violence, or stalking, all faculty and staff are obligated to report this disclosure to the university's Title IX Coordinator. Sac State's Title IX Coordinator is Mary Lee Vance. Please

email equalopportunity@csus.edu or (916) 278-5770. Upon receipt of the report, the Title IX Coordinator will contact you to inform you of your rights and options as a survivor and connect you with support resources, including resolution options for holding accountable the person who harmed you. Students who elect not to discuss their experience with the Title IX Coordinator can speak confidentially to the following confidential resources:

Student Health & Counseling Services at The WELL On Campus

Phone Number: 916-278-6461

Website: <https://www.csus.edu/student-life/health-counseling/counseling/>

Campus Confidential Advocate Email: weave@csus.edu

On Campus Phone Number: 916-278-5850 (during business hours)

WEAVE 24/7 Hotline: 916-920-2952

Other Resources

The Office of Student Affairs maintains a list of campus resources/centers: <https://www.csus.edu/center/>

Testing Center: <https://www.csus.edu/testing/>

Library: <https://library.csus.edu/>

Student Health and Counseling Services at The WELL: <https://www.csus.edu/shcs/>

Sacramento State Disability Access Center (DAC): <https://www.csus.edu/student-affairs/centers-programs/disability-access-center/>

Peer & Academic Resource Center: <https://www.csus.edu/parc/>

Student Academic Success and Education Equity Programs: <https://www.csus.edu/saseep/>

CHHS Student Success Center: <https://www.csus.edu/college/health-human-services/student-success/>

Reading & Writing Center: <https://www.csus.edu/undergraduate-studies/writing-program/reading-writing-center.html>

SMART Thinking (tutoring resource): <https://www.csus.edu/student-affairs/centers-programs/degrees-project/internal/documents/smarthinking.pdf>

Knowledge And Skills Acquisition (KASA) For Certification in Audiology

ASHA Knowledge And Skills Acquisition (KASA) tracking for courses and clinics in the AuD program can be found online in the student's CALIPSO account.

ACAE Competencies

Diagnosis and Management

2. Apply audiologic diagnosis, treatment and management principles in diverse settings including, for example, private practice-based, educational and occupational/industrial environments.
3. Apply critical thinking skills to assess the patient's auditory and vestibular status.
4. Prescribe, perform and interpret clinical, laboratory and other diagnostic procedures and tests in consultation with other health professionals as may be required for proper management of the patient.
5. Interpret and synthesize the findings from the patient's history, examination and other diagnostic tests and procedures in order to identify the etiology, the pathogenesis of the condition, and the diagnosis.
6. Formulate a treatment plan and understand the implications of various treatment options.
7. Explain any relevant limitations for diagnosis and treatment and formulate a plan for consultation or referral, as appropriate.
8. Discuss the findings, diagnosis and treatment options with the patient, parent or guardian, family, other health care or service providers, as well as any modifications or consequences that may occur over the course of treatment.

Communication

1. Communicate effectively, both orally and in written form, with patients, families, caregivers, and other healthcare and service providers.
3. Demonstrate empathy and active listening behaviors for patients and families.
4. Demonstrate understanding and respect for all individuals encountered in audiologic practice, regardless of disability, income, gender, sexual orientation, race, religion, culture or national origin.
7. Advocate for patient-centered care and shared decision-making by teaching self-advocacy skills to patients and family members.
8. Model and apply the skills needed to provide effective patient/family-centered counseling and shared decision-making when providing information, resources and evidence-based options for diagnosis and treatment.

Professional Responsibilities and Values

1. Adhere to professional ethics as they relate to the practice of audiology.
2. Demonstrate sensitivity to the psychosocial dynamics of the doctor/ patient relationship.
3. Describe social, cultural, psychological, and economic forces affecting diverse patient populations.
4. List professional, legal, public health, and public policy issues as they pertain to the various practice settings and community needs
11. Respect the unique cultures, values, roles/responsibilities, and expertise of other health professions, including the value of inter-professional education and collaboration for patient care.
13. Develop and apply effective leadership, writing and verbal presentation skills to advocate for one's own profession and for patients served.