

Department of Practical Nurse and Health Care Aide

COURSE OUTLINE – Fall 2024

NP1280 (VA2): Communications in Nursing – 3 (3-0-0) 45 Hours for 15 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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OFFICE HOURS:	By appointment		

CALENDAR DESCRIPTION:

Introduction to the role of communication in professional nursing. Incorporates oral communication, therapeutic communication techniques, and interprofessional communication. Focus is on communication for the nurse-client relationship.

Note: Available only to Practical Nursing students

PREREQUISITE(S): English 30-2 or equivalent

COREQUISITE(S): NP1205, NP1250, NP1500

REQUIRED TEXT/RESOURCE MATERIALS:

American Psychological Association. (2020). Publication manual of the American Psychological Association: The official guide to APA style (7th ed.).

Meadus, R. J. (2023). Communication for Nursing and Health Care Professionals. Canadian Scholars

Canadian Council for Practical Nurse Regulators [CCPNR] (2013). Becoming a Licensed Practical Nurse in Canada: Requisite skills and abilities. Retrieved



from <https://www.clpna.com/lpn-knowledge-hub/ccpnr-requisite-skills-and-abilities/>

Canadian Council for Practical Nurse Regulators [CCP NR] (2013). Code of ethics for Licensed Practical Nurses in Canada. Retrieved from <https://www.clpna.com/lpn-knowledge-hub/code-of-ethics-for-licensed-practical-nurses-in-canada/>

Canadian Council for Practical Nurse Regulators [CCP NR] (2019). Entry-level competencies for licensed practical nurses. Author. Retrieved from <https://www.clpna.com/lpn-knowledge-hub/ccpnr-entry-level-competencies-for-lpns>

College of Licensed Practical Nurses of Alberta [CLPNA] (2020). Competency profile for licensed practical nurses (5th ed.). Author. Retrieved from <https://www.clpna.com/lpn-knowledge-hub/competency-profile-for-lpns-5th-edition-complete/>

DELIVERY MODE(S): In person-lecture

LEARNING OUTCOMES:

Upon successful completion of NP1280 learners will be able to:

1. Explain the communication process
2. Identify the purpose of therapeutic communication
3. Discuss the role of communication in a caring nursing practice.
4. Develop skills for therapeutic communication for the nurse-client relationship.
5. Develop skills for effective interprofessional communication.
6. Demonstrate various therapeutic communication techniques.

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.transferalberta.alberta.ca>.

**** Grade of D or D+ may not be acceptable for transfer to other post-secondary institutions. Students are cautioned that it is their responsibility to contact the receiving institutions to ensure transferability.**

Assignment	Weight	Related Course Learning Outcome
Reflection Journals Due end of week 3, 9, & 12	10%	1,2
Case Study Due Nov 28 @2359	20%	2,3,4
Group Presentation	30%	4,5,6
Professionalism & Participation	10%	1,2,3,4,5,6
Final Exam	30%	1,2,3,4,5,6

* All evaluation components must be completed to be successful in the course

Reflection Journals

Designed to enable nursing students to reflect on their communication skills, integrate theoretical knowledge with practice, and improve their practical abilities in various aspects of nursing communication. Reflection Journals will be completed on D2L.

Guidelines:

- Reflective journal entries will be due by the end of weeks 3, 9, & 12.
- Two questions will be provided in weeks 3, 9, & 12. Each response should be 250 to 300 words in length.
- Marking will be based on a rubric that assesses the quality of reflection, level of self-awareness, and effectiveness of communication.
- Rubric will be posted on D2L.

Case Study on Effective Communication in Difficult Situations

Students will receive a case study illustrating a challenging communication scenario within nursing care. Students task is to analyze this case study and complete the following:

- **Research and Essay:** Write a 3–4 page essay discussing the importance of effective communication in nursing during difficult situations.
- **Identify Communication Challenges:** Highlight the key communication obstacles that nurses encounter in these scenarios.
- **Examine Communication Models/Strategies:** Review and analyze existing models or strategies for effective communication related to the case study.

- **Evaluate Effectiveness:** Assess how these models or strategies contribute to improving communication and meeting patient needs.

Guidelines:

- Incorporate a minimum of three (3) different types of credible sources, such as; books, journal articles, and web pages.
- All sources must be appropriately cited and referenced using APA 7th Edition format.
- Writing and presentation style must utilize APA 7th Edition format.
- Rubric will be posted on D2L

Group Presentation

Objective: Enhance the understanding of nurse–client relationships, identify challenges in therapeutic communication, and create effective strategies to improve communication within nursing practice.

- Groups will be provided with a case study illustrating a challenging nurse interaction. Analyze the case study to identify communication barriers and challenges. Consider cultural, emotional, and environmental factors that may impact communication.
- The group will present their case study to the class for further discussion.
- Prepare a 15–20 minute presentation to share your findings with the class. Use visual aids, role–playing, or other interactive elements to engage the audience. Address the following:
 - Key components of effective nurse–client relationships
 - Challenges in therapeutic communication highlighted in the case study.
 - Strategies to overcome communication barriers in healthcare settings.
- After each presentation, facilitate a 10–minute group discussion to allow classmates to ask questions or provide feedback.
- Rubric will be posted on D2L

Professionalism & Participation

Students will receive marks based on a rubric that evaluates attendance, active participation, collaboration, preparation, respect and attitude, and timeliness.

Rubric will be posted on D2L.

Final Exam

The final exam is cumulative and includes all the content covered throughout the course. Question format may include a variety of styles including, but not limited to multiple choice, short answer, long answer, matching, and select all that apply.

The final exam will be scheduled through the registrar's office.

GRADING CRITERIA:

Please note that most universities will not accept your course for transfer credit **IF** your grade is **less than C-**.

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

COURSE SCHEDULE/TENTATIVE TIMELINE:

*Subject to change

Week	Topic	Resources/Readings
1	Introduction to Communication	Chap. 1
2	Therapeutic Communication	Chap. 2
3	The Client Nurse Relationship	Chap. 3
4	Cultural Safety: Communication with Clients from Diverse Cultures	Chap. 4
5	Delegation and Documentation	Chap. 5
6	Communication with Clients Experiencing Anxiety	Chap. 6

7	Communication with Clients Experiencing Anger and Aggression	Chap. 7
8	Communication with Clients Experiencing Communication Difficulty	Chap. 8
9	Communication with Clients Experiencing Neurocognitive Disorders	Chap. 9
10	Communication with Clients Experiencing Loss, Grief, Dying, and Death	Chap. 10
11	Fall Break	
12	Communication with Health Care Teams and Other Health Care Professionals	Chap. 11
13	Communication with Children and Adolescents	Chap. 12
14	Group Presentations	
15	Review/ Final Exam	

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 PN 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 Nursing Education & Health Studies Handbook [PN Student Handbook](#)
- NWP Policies: [Northwestern Polytechnic administrative/academic policies](#)
- NWP Students Rights & Responsibilities Policy: [Students Rights & Responsibilities Policy](#)

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.

LATE ASSIGNMENT POLICY:

To obtain credit in the course ALL assignments, examinations, and quizzes must be completed. Students are expected to make every effort to complete assignments on time. Assignment submissions are expected on the date determined by faculty. If extensions are necessary, they may be requested up to 48 hours prior to the assignment due date and should be submitted in writing to the faculty member involved. Not all extensions will be granted. In exceptional situations, extension requests within the 48-hour period may be considered. Late assignments will have 5% of total marks (or one letter grade) for the assignment deducted for each day/partial day (including weekend days) beyond the due time. For example, a paper marked at B+ would receive an adjusted grade of B if handed in one day late. After 5 days, a grade of 0 will be awarded to the assignment. If the late penalty places the grade below the necessary pass grade, students will be unsuccessful in the course. When submitting assignments electronically, it is the student's responsibility to ensure the assignment has been received. Papers/assignments may not be rewritten for a higher grade. Concerns regarding grading are to be discussed with the faculty member involved.