

Department of Practical Nurse and Health Care Aid

COURSE OUTLINE – Winter 2024

NP 1280 A3: 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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| INSTRUCTOR: | Nicki Rosentreter | PHONE: | 780 539 2716 |
| OFFICE: | HEC 363 | E-MAIL: | nrosentreter@Nwpolytech.ca |
| 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.

Available only to Practical Nursing students.

PREREQUISITE(S): English 30-2 or equivalent

COREQUISITE: Concurrently enrolled in: NP1205, NP1250, NP1500

REQUIRED TEXT/RESOURCE MATERIALS:

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

Canadian Council for Practical Nurse Regulators [CCPNR] (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.transferralberta.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.**

EVALUATIONS:

| Assignment | Weight | Related course Learning outcome |
|---|--------|---------------------------------|
| Scholarly Paper #1 Due end of week 6 @ 2359 | 15% | 1, 2 |
| Scholarly Paper #2 due end of week 14 @ 2359hrs | 15% | 2,3,4 |
| Group Presentation due end of week 12 @ 2359hrs | 25% | 4,5,6 |
| Professionalism & Participation | 15% | 1,2,3,4,5,6 |



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|------------|-----|-------------|
| Final Exam | 30% | 1,2,3,4,5,6 |
|------------|-----|-------------|

Paper #1 : Importance of Communication in Nursing

Objective: To understand the significance of effective communication in nursing practice.

- Research and write a 3-4 page essay on the importance of effective communication in nursing
- Discuss how effective communication impacts patient outcomes, safety, and satisfaction
- Provide examples of situations where poor communication can lead to adverse events in healthcare
- Explore different communication techniques and strategies that nurses can use to improve patient communication

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.

Paper #2: Compromised Communication

Objective: Effective Communication in Difficult Situations

Choose from the following subjects:

- a) Clients experiencing Anxiety (chap. 6)
- b) Clients experiencing Anger and Aggression (chap. 7)
- c) Clients experiencing Neurocognitive Disorders (chap. 9)
- d) Clients experiencing Loss, Grief, Dying and Death (chap. 10)
- Research and write a 3-4 page essay on the significance of effective communication in nursing care for clients in your chosen topic
- Identify key communication challenges faced by nurses in these situations.
- Examine existing models/strategies for effective communication in your chosen topic.
- Evaluate the effectiveness of these tools in enhancing communication and understanding patient needs.
- Reflect on how you will approach/cope with communicating with someone from your chosen topic.

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.

Group Presentation

Objective: The primary objective of this group assignment is to explore and deepen understanding of nurse-client relationships, identify challenges in therapeutic communication, and develop effective strategies to improve communication in 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 and provide feedback

Guidelines:

- Groups of approximately 3-5 students
- Length: 10-20-minute presentation to the entire class
- Format: PowerPoint, role play, interactive etc (if you have any other media you would like to use please come talk to me)
- Include a list of references used
- You will complete a peer evaluation for members in your group based on attitude, quality of work, contribution to the group and being respectful of the others time and each contributing equally to the project

Professionalism & Participation

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

Final Exam

The final exam is cumulative and includes all 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:

Unless otherwise specified, all chapter readings will come from the required text.

| 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 | Winter Break | |
| 8 | Communication with Clients Experiencing Anger and Aggression | Chap. 7 |

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| 9 | Communication with Clients Experiencing Communication Difficulty | Chap. 8 |
| 10 | Communication with Clients Experiencing Neurocognitive Disorders | Chap. 9 |
| 11 | Communication with Clients Experiencing Loss, Grief, Dying and Death | Chap. 10 |
| 12 | Communication with Health Care Teams and Other Health Care Professionals | Chap. 11 |
| 13 | Communication with Children and Adolescents/ Group Presentations | Chap. 12 |
| 14 | Group Presentations | |
| 15 | Final Exam Date to be determined | |

*Subject to change+

STUDENT RESPONSIBILITIES:

Refer to NWP Academic Policies <https://www.nwpolytech.ca/about/administration/policies/>

For policies related to clinical absences, immunizations, uniforms, and other clinical requirements please see the NWP Department of Nursing Education & Health Studies PN Student Handbook on myClass.

Late Assignments

To obtain credit in the course ALL assignments, examinations, and knowledge checks 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.

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.