

Department of Practical Nurse and Health Care Aide

COURSE OUTLINE – Fall 2023

NP1280: 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.

INSTRUCTOR:
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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 20-2 or equivalent

COREQUISITE: NP1205, NP1250, NP1500

REQUIRED TEXT/RESOURCE MATERIALS:

Balzer Riley, J., (2020). *Communication in Nursing*

(9th Edition). St. Louis, MI: Elsevier

Elsevier Adaptive Quizzing (EAQ) 4th edition Next Gen, is available for purchase through the NWP Polytechnic bookstore. This is a required online NCLEX prep resource. The EAQ will assist students with preparing to write the NCLEX-PN registration exam. This resource will provide students with a 24-month online review/prep course to use as they progress through the PN program.

REQUIRED ONLINE RESOURCES:

Canadian Council for Practical Nurse Regulators [CCPNR] (2019). *Entry-level competencies for licensed practical nurses*. Author. Retrieved from https://www.clpna.com/wp-content/uploads/2019/08/doc_CCPNR_Entry-Level_Competencies_LPNs_2019E.pdf

College of Licensed Practical Nurses of Alberta [CLPNA] (2020). *Competency profile for licensed practical nurses* (5th ed.). Author. Retrieved from https://www.clpna.com/wpcontent/uploads/2020/01/doc_Competency_Profile_for_LPNs_5th_Ed_2020.pdf

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. 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

EVALUATIONS:

Assignment	Weight	Related Course Learning Outcome
Group Presentation	25 %	4, 5, 6
Paper: Importance of Effective Communication in Nursing	15%	1, 2, 3, 5
Paper: Communication Technology in Nursing	15%	1, 3,5
Professionalism & Participation	15%	1, 2, 3, 4, 5, 6
Final Exam	30%	1, 2, 3, 4, 5, 6

1. Group Presentation

Due: End of week 7 (subject to change)

- Students will work in small groups through a case study. The case study will demonstrate various therapeutic communication scenarios. Students will identify challenges and strategies to building a relationship.
- Students will identify challenges to communication, collaboration and the various strategies to improve communication and collaboration in the case study provided.
- The group will present their case study to the class for further discussion.
- Guidelines:
 - Groups of approximately 2 students
 - Length: 20-minute presentation to the entire class
 - Format: PowerPoint, role play, interactive etc

2. Paper: Importance of Communication in Nursing

Due: End of Week 4 (Subject to Change)

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

- a. Research and write a 3-4 page essay on the importance of effective communication in nursing
- b. Discuss how effective communication impacts patient outcomes, safety, and satisfaction
- c. Provide examples of situations where poor communication can lead to

adverse events in healthcare

- d. Explore different communication techniques and strategies that nurses can use to improve patient communication

Cite at least three up to date scholarly sources to support your arguments.
Use APA 7th edition format

3. Paper: Communication Technology in Nursing

Due: End of Week 13 (Subject to Change)

Objective: to explore the role of technology in nursing communications.

- a. Choose a communication technology used in nursing (eg: electronic health records, Connect Care, telehealth, mobile apps) and describe its purpose.
- b. Write a 2-3 page paper discussing the benefits and challenges of using the chosen technology in nursing practice.
- c. Analyze how the technology impacts patient-provider communication, confidentiality, and patient engagement.
- d. Provide real-world examples of how the technology has improved or changed communication dynamics in healthcare settings.

Include 3 peer-reviewed scholarly articles to support your ideas. APA 7th edition format.

4. Professionalism & Participation

Students will receive marks based on attendance, active participation, collaboration, preparation, respect and attitude and timeliness based on a rubric. This rubric will be provided via MyClass.

5. 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

PROGRESSION CRITERIA

Academic Progression Criteria

A grade of C- is the minimum passing grade for all Practical Nursing courses in the program. For promotion from term to term in the program and for graduation, students must have successfully completed all the required Practical Nursing and non-Practical Nursing courses of the previous term.

A student with a GPA of 1.69 or lower must withdraw from the Practical Nursing program. Readmission to the program is subject to departmental review. Students who withdraw or fail twice from a required practical nursing course will be withdrawn from the program and ineligible for re-admission.

COURSE SCHEDULE/TENTATIVE TIMELINE:

Week	Topic	Resources/Readings
1	Understanding Yourself	Chapter 3: Starting with YOU
2	Understanding Others	Chapter 5: Understanding Each Other: Communication and Culture
3	Collaboration & Group Work	Chapter 4: Solving Problems Together Chapter 22: Learning to Work Together in Groups
4	The Client Nurse Relationship	Chapter 1: Responsible, Assertive, Caring Communication in Nursing

		Chapter 2: The Client–Nurse Relationship: A Helping Relationship
5	Therapeutic Communication Skills Part 1 Expressing Warmth, Respect, Being Genuine, Empathy	Chapter 6: Demonstrating Warmth Chapter 7: Showing Respect Chapter 8: Being Genuine Chapter 9: Being Empathetic
6	Therapeutic Communication Skills Part 2 Self-Disclosure, Being Specific, Asking Questions, Opinions & Humor	Chapters 10: Using Self-Disclosure Chapter 11: Being Specific Chapter 12: Asking Questions Chapter 13: Expressing Opinions Chapter 14: Using Humor
7	Spirituality & Mindfulness	Chapters 15: Embracing the Spiritual Journey of Healthcaring: Meaning Making Chapter 19: Using Relaxation Techniques to Become More Mindful
8	Support	Chapter 16: Requesting Support
9	Confrontation & Assertive Communication	Chapters 24: Learning Confrontation Skills Chapter 25: Refusing Unreasonable Requests
10	Difficult Conversations	Chapter 26: Communicating Assertively and Responsibly with Distressed Clients and Colleagues Chapter 27: Communicating Assertively and Responsibly with “Difficult” Clients and Colleagues Chapter 29: Communicating at the End of Life
11	Conflict Resolution	Chapter 28: Managing Team Conflict Assertively and Responsibly
12	Fall Reading Break	

13	Digital Communication	Chapter 23: Navigating the Expanding World of Digital Communication
14	Continuing the Journey	Chapter 30: Continuing the Commitment to the Journey
15	Final Exam	

****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.

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 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.