



School of Health & Human Services

Continuing Care Department
Practical Nursing Program

Fall 2019

PNUR 145 Professional Communication 4 (24 hrs)

COURSE OUTLINE

Please note: This outline will not be kept indefinitely. It is recommended students keep this outline for their records, especially to assist in transfer credit to post-secondary institutions.

Course Description:

The focus of this course will be on the advancement of professional communication within the acute care setting across the lifespan. The practice of collaboration with health care team members, and clients will be further developed.

Pre-requisites: Successful completion of Level 3 Theory Courses and Consolidated Practice Experience 3.

Co-requisites: Professional Practice 4; Integrated Nursing Practice 4; Variations in Health 4; Health Promotion 4.

Instructor Information:

| | | |
|-----|----------------------|------------------------|
| (a) | Instructor: | Vara Hagreen |
| (b) | Office Hours: | By appointment |
| (c) | Location: | CHW 317 |
| (d) | Phone: | 250-370-4676 |
| (e) | Email: | HagreenV@camosun.bc.ca |

Intended Learning Outcomes:

Upon successful completion of this course, the learner will be able to:

1. Identify and articulate when collaboration is required in a changing client situation.

2. Describe approaches to co-create a climate for shared leadership and collaborative practice.
3. Identify elements of respect and team ethics, including confidentiality, resource allocation, and professionalism.
4. Explain how to promote and facilitate group cohesiveness by contributing to the purposes and goals of the team.
5. Describe how to reinforce information given to clients by other health-care professionals.
6. Describe how to establish therapeutic relationships within the acute care setting.
7. Identify components that demonstrate a commitment to engage in dialogue and relationship building with First Nation, Inuit and Métis peoples, cultures and health practices.
8. Identify how to effectively provide client and family with emotional support in the acute care setting.
9. Identify and use appropriate conflict resolution / mediation strategies through simulation.
10. Identify opportunities and strategies for teaching and learning / sharing knowledge and providing constructive feedback to unregulated care providers, novices, and other learners.

Required Materials:

Interpersonal Relationships: Professional Communication Skills for Nurses, 7th Edition (2016) by Arnold, E. & Boggs, K. Elsevier: Saunders.

Course Content and Schedule:

Please see Semester Calendar for specific dates

| <u>CLASS #</u> | <u>TOPICS</u> |
|----------------|--|
| 1 | Introduction; Collaborating to Implement and Evaluate Care |
| 2 | Communication within the PN Role during Emergency/Crisis |
| 3 | Statutory Holiday |
| 4 | Communication in Acute Care |

| | |
|----|---|
| 5 | Promoting and Building Team Relationships |
| 6 | Strategies for managing inter-professional conflict |
| 7 | Strategies for Teaching and Learning; Sharing Knowledge with Unregulated/Regulated Care Providers |
| 8 | Culturally Competent Care with Aboriginal Families and Clients |
| 9 | Clients and Families in Crisis; Critical Incident Stress Debriefing |
| 10 | Self-Directed Community Experience |
| 11 | In-Class Assignment |
| 12 | Final Exam |

Evaluation Criteria:

| Assignment | Percentage | Details |
|---|------------|---|
| Allied Health Professionals - Independent Project | 40% | <ul style="list-style-type: none"> • Develop interview questions • Interview health care professional • Formal written paper. See rubric for further details |
| In-Class Group Assignment | 30% | <ul style="list-style-type: none"> • Case study provided & questions to be answered within class time. • In-class group presentation |
| Final Exam | 30% | <ul style="list-style-type: none"> • Comprehensive – covers content from entire course |

Students must achieve a minimum of 65% or C+ to successfully pass this course

Grading System

Additional information regarding grading policies at Camosun College can be found at the <http://www.camosun.bc.ca/policies/policies.php>

Standard Grading System (GPA)

| Percentage | Grade | Description | Grade Point Equivalency |
|------------|-------|--------------------------------------|-------------------------|
| 90-100 | A+ | | 9 |
| 85-89 | A | | 8 |
| 80-84 | A- | | 7 |
| 77-79 | B+ | | 6 |
| 73-76 | B | | 5 |
| 70-72 | B- | | 4 |
| 65-69 | C+ | | 3 |
| 60-64 | C | | 2 |
| 50-59 | D | | 1 |
| 0-49 | F | Minimum level has not been achieved. | 0 |

LEARNING SUPPORT AND SERVICES FOR STUDENTS

There are a variety of services available for students to assist them throughout their learning. This information is available in the College Calendar, Student Services or the College web site at <http://www.camosun.bc.ca>

STUDENT CONDUCT POLICY

There is a Student Conduct Policy. It is the student's responsibility to become familiar with the content of this policy. The policy is available in each School Administration Office, Registration, and on the College web site in the Policy Section. <http://camosun.ca/learn/calendar/current/procedures.html#academic>