CAMOSUN COLLEGE
School of Health & Human Services
Department: Continuing Care
– Practical Nursing

PNUR 145 Professional Communication 4
Winter 2021

COURSE OUTLINE

The course description is available on the web:
http://camosun.ca/learn/calendar/current/web/pnur.html#pnur145

Camosun College will continue to follow the guidance of the Provincial Health Officer, the B.C. Government and WorkSafeBC, and as such may revise the delivery of courses. Courses with an approved face-to-face component may need to move to online or remote delivery if necessary.

The COVID-19 pandemic has presented many challenges, and Camosun College is committed to helping you safely complete your education. Following guidelines from the Provincial Health Officer, WorkSafe BC and the B.C. Government to ensure the health and wellbeing of students and employees Camosun College is providing you with every possible protection to keep you safe including COVID Training for students and employees, health checks, infection control protocols including sanitization of spaces, PPE and ensuring physical distancing. Please refer to: http://camosun.ca/covid19/faq/covid-faqs-students.html
However, if you're at all uncomfortable being on campus, please share your concerns with your Instructor and if needed, alternatives will be discussed.

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

1. Instructor Information

(a)	**Instructor**	Janet Klok
(b)	**Office hours**	By Appointment
(c)	**Location**	Online
(d)	**Phone**	250-370-3000 ext 4674
(e)	**E-mail**	klokj@camosun.bc.ca
(f)	**Website**	http://camosun.ca/learn/programs/practical-nursing/

2. Intended Learning Outcomes

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

Upon successful completion of this course a student will be able to:

a) identify and articulate when collaboration is required in a changing client situation.
b) describe approaches to co-create a climate for shared leadership and interprofessional collaborative practice.
c) identify elements of respecting team ethics, including confidentiality, resource allocation, and professionalism.

d) explain how to promote and facilitate group cohesiveness by contributing to the purposes and goals of the team.
e) describe how to reinforce information given to clients by other health-care professionals.
f) describe how to establish therapeutic relationships within the acute care setting.
g) identify components that demonstrate a commitment to engage in dialogue and relationship building in cultural humility with First Nation, Inuit and Métis peoples, cultures and health practices.
h) identify components that demonstrate a commitment to engage in dialogue and relationship building with different cultures.
i) identify how to effectively provide client and family with emotional support in acute care setting.
j) identify and use appropriate conflict resolution / mediation strategies through simulation.
k) identify opportunities and strategies for teaching and learning / sharing knowledge and providing constructive feedback to unregulated care providers, novices, and other learners.

3. Required Materials

Arnold, E. & Boggs, K. (2020). *Interpersonal Relationships: Professional Communication Skills for Nurses* (8th Edition). Elsevier: Saunders.

Additional course readings may be provided by the instructor at the onset of the course.

4. Course Content and Schedule

Class #	Topics
1	Introduction; Collaborating to Implement and Evaluate Care
2	Communication within the PN Role during Emergency/Crisis
3	Communication in Acute Care
4	Promoting and Building Team Relationships
5	Strategies for managing inter-professional conflict
6	Strategies for Teaching and Learning; Sharing Knowledge with Unregulated/Regulated Care Providers
7	Culturally Competent Care with Indigenous Families and Clients
8	Clients and Families in Crisis; Critical Incident Stress Debriefing
9	In-Class Assignment
10	Self-Directed Experience
11	Final Exam

5. Basis of Student Assessment (Weighting)

Assignment	Percentage	Details
Allied Health Professionals - Independent Project	40%	• Develop interview questions • Interview health care professional • Formal written paper. See rubric for further details
In-Class Group Assignment	30%	• Case study provided & questions to be answered within class time. • In-class group presentation
Final Exam	30%	• Comprehensive – covers content from entire course

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

Test and Examination Procedures

There are policies regarding written test and examination procedures including late arrivals and missed tests. Please see the Health and Human Services Student Handbook item 5.4 for Test and Examination Procedures at http://camosun.ca/learn/school/health-human-services/student-info/index.html

Written Assignments

Assignments are due before 2400 hours (midnight) on the assigned day unless otherwise specified. Assignments about patients, residents or clients must be completed using the individual's initials only. Unless otherwise directed by individual course outlines, assignments must be: word processed, double spaced, font meeting APA 7th edition guidelines, with a title page and a reference list. Students requiring an extension for the due date of an assignment must negotiate with the instructor, at least 48 hours before the due date. Assignments submitted late without an approved extension will result in a 5% deduction in mark for each day late.

6. Grading System

☒   Standard Grading System (GPA)

☐   Competency Based Grading System

7. Recommended Materials to Assist Students to Succeed Throughout the Course

Review the School of Health and Human Services Student Handbook.

8. College Supports, Services and Policies

Immediate, Urgent, or Emergency Support

If you or someone you know requires immediate, urgent, or emergency support (e.g., illness, injury, thoughts of suicide, sexual assault, etc.), **SEEK HELP**. Resource contacts: http://camosun.ca/about/mental-health/emergency.html or http://camosun.ca/services/sexual-violence/get-support.html#urgent

College Services

Camosun offers a variety of health and academic support services, including counselling, dental, centre for accessibility, help centre, learning skills, sexual violence support & education, library, and writing centre. For more information on each of these services, visit Student Services at http://camosun.ca/services

College Policies

Policies are available on the College website at http://camosun.ca/about/policies. Camosun strives to provide clear, transparent, and easily accessible policies that exemplify the college's commitment to life-changing learning. It is the student's responsibility to become familiar with college policies.

Education and academic policies include, but are not limited to, Academic Progress, Admission, Course Withdrawals, Grading, Involuntary Health and Safety Leave of Absence, Prior Learning Assessment, Medical/Compassionate Withdrawals, Sexual Violence and Misconduct, Standards for Awarding Credentials, Student Ancillary Fees, Student Appeals, and Student Penalties and Fines.

Student Conduct Policy

The Student Conduct Policy provides clear expectations of appropriate academic and non-academic student conduct and establishes processes for resolution of conduct issues or the imposition of sanctions for inappropriate conduct. It is the student's responsibility to become familiar with the content of this policy.

A. GRADING SYSTEMS

http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.5.pdf

The following two grading systems are used at Camosun College:

1. 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		0

2. Competency Based Grading System (Non GPA)

This grading system is based on satisfactory acquisition of defined skills or successful completion of the course learning outcomes.

Grade	Description
COM	The student has met the goals, criteria, or competencies established for this course practicum or field placement.
DST	The student has met and exceeded, above and beyond expectation, the goals, criteria, or competencies established for this course, practicum or field placement.
NC	The student has not met the goals, criteria or competencies established for this course, practicum or field placement.

B. Temporary Grades

Temporary grades are assigned for specific circumstances and will convert to a final grade according to the grading scheme being used in the course. See Grading Policy at http://www.camosun.bc.ca/policies/E-1.5.pdf for information on conversion to final grades, and for additional information on student record and transcript notations.

Temporary Grade	Description
I	*Incomplete*: A temporary grade assigned when the requirements of a course have not yet been completed due to hardship or extenuating circumstances, such as illness or death in the family.
IP	*In progress*: A temporary grade assigned for courses that are designed to have an anticipated enrollment that extends beyond one term. No more than two IP grades will be assigned for the same course.