



Professional Communication 2 – PPNP 112 Practical Nursing Program

Course Outline

COURSE IMPLEMENTATION DATE: January 2013
OUTLINE EFFECTIVE DATE: September 2018
COURSE OUTLINE REVIEW DATE: March 2023

GENERAL COURSE DESCRIPTION:

This course provides learners with an opportunity to develop professional communication skills with the older adult and clients requiring end of life care. Interprofessional communication knowledge and skills are further developed.

Program Information: This course is one of seven courses required in Level 2 of the Practical Nursing program. Satisfactory completion of this course is required to progress to the next level.

Delivery: This course is delivered face to face.

COTR Credits: 2

Hours for this course: 30 hours

Typical Structure of Instructional Hours:

Instructional Activity	Duration
Lecture Hours	30
Seminars / Tutorials	
Laboratory / Studio Hours	
Practicum / Field Experience Hours	
Other Contact Hours	
Total	30

Practicum Hours (if applicable):

Type of Practicum	Duration
On-the-job Experience	N/A
Formal Work Experience	N/A
Other	N/A
Total	

Course Outline Author or Contact:

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Signature

APPROVAL SIGNATURES:

Department Head
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Department Head Signature

Dean Signature

EDCO

Valid from: September 2018 – March 2023

Education Council Approval Date

COURSE PREREQUISITES AND TRANSFER CREDIT:

Prerequisites: Successful completion of Level I Courses and PPNP 108

Corequisites: PPNP 111, PPNP 113, PPNP 114, PPNP 115, PPNP 116

Flexible Assessment (FA):

Credit can be awarded for this course through FA Yes No

Learners may request formal recognition for flexible assessment at the College of the Rockies through one or more of the following processes: External Evaluation, Worksite Assessment, Demonstration, Standardized Test, Self-assessment, Interview, Products/Portfolio, Challenge Exam. Contact an Education Advisor for more information.

Transfer Credit: For transfer information within British Columbia, Alberta and other institutions, please visit <http://www.cotr.bc.ca/Transfer>.

Students should also contact an academic advisor at the institution where they want transfer credit.

Prior Course Number: PNUR 202 ⇔⇔ PPNP 112

Date changed: September 2012

Required Textbooks:

Textbook selection varies by instructor and may change from year to year. At the Course Outline Effective Date the following textbooks were in use:

Arnold, E. C. & Boggs, K. (2016). *Interpersonal relationships: Professional communication skills for nurses* (7th ed.). Elsevier Saunders.

Eliopoulos, C. (2014). *Gerontological nursing* (8th ed.). Philadelphia, PA: Lippincott Williams & Wilkins.

Please see the instructor's syllabus or check COTR's online text calculator <http://go.cotr.bc.ca/tuition/tCalc.asp> for a complete list of the currently required textbooks.

LEARNING OUTCOMES:

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

- demonstrate communication strategies to use with clients who have sensory, language and/or cognitive changes;
 - describe and practice effective communication skills during critical incidents in a simulated environment;
 - describe how to effectively communicate with clients and team members in end-of-life care;
 - describe approaches to sharing information with clients and families in a respectful manner that is understandable, encourages discussion, and enhances participation in decision making;
 - demonstrate use of various communication tools (e.g., SBAR);
 - explore strategies to give and receive feedback effectively with other health team members;
 - identify leadership style and how that may impact relationships with other health team members and clients;
 - explain the relationship of communication and culture;
 - identify challenges preventing effective communication across cultures; and
 - explore communication approaches that are compassionate, culturally competent and based on relationship-centred care for all cultures with consideration for First Nation, Inuit and Métis clients, their families and communities.
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COURSE TOPICS:

- Professional Communication with the Older Adult
 - Exhibiting sensory deficits
 - Exhibiting language deficits
 - Exhibiting cognitive deficits
 - Exhibiting aggression
 - Exhibiting ineffective non-verbal approaches
 - Conflict resolution
 - Coordinating actions of others during an emergency
 - Problem solving and decision making
 - Adaptation of communication skills appropriate to the client

- Relational Practice with the Older Adult
 - Establishing trust
 - Honouring diversity
 - Showing cultural competency
 - Displaying caring and respect
 - Making environmental adaptations for the older adult with cognitive challenges
 - Effectively dealing with agitation and aggressive behaviours with cognitively intact individuals and those with cognitive challenges.
 - Sharing information with family in a respectful, understandable manner
- Interprofessional Communication
 - Communicating client information appropriately to health care team members
 - Utilizing effective communication tools (e.g., SBAR)
 - Directing unregulated care providers with client care
 - Sharing knowledge with unregulated providers and learners
 - Conflict management
 - Change management

See instructor syllabus for the detailed outline of weekly readings, activities and assignments.

EVALUATION AND ASSESSMENT:

Assignments	% Of Total Grade
Essays: Dementia Written Assignment	25%
Midterm Exam	35%
Final Comprehensive Exam	<u>40%</u>
Total	100%

No rewrites will be granted for any assignments or exams within this course.

Please see the instructor syllabus for specific classroom policies related to this course, such as details of evaluation, penalties for late assignments and use of electronic aids.

Student Attendance/Absence

- As adult learners, students are expected to attend all classes. Attendance is taken as a means of monitoring student success. In the event of illness or other unavoidable cause of absence, the student should notify the appropriate instructor as soon as possible.
- Students must attend all clinical/preceptorship experiences. If illness or other unavoidable absence occurs the student must notify the appropriate instructor prior to the time s/he is expected.
- Unexcused/excessive absences from clinical/preceptorship may mean students must withdraw from the program.

Written Assignments

- Assignments about clients must be written using the clients' INITIALS ONLY.
 - Late assignment: a 15% penalty will be applied for each day past due date for late submissions. If any assignment is more than three (3) days late it will be assigned a grade of "0".
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EXAM POLICY:

Students must attend all required scheduled exams that make up a final grade at the appointed time and place.

Individual instructors may accommodate for illness or personal crisis. Additional accommodation will not be made unless a written request is sent to and approved by the appropriate Department Head prior to the scheduled exam.

Any student who misses a scheduled exam without approval will be given a grade of "0" for the exam.

COURSE GRADE:

Course grades are assigned as follows:

Grade	A+	A	A-	B+	B	B-	C+	F
Mark (Percent)	≥ 95	94-90	89-85	84-80	79-75	74-70	69-65	< 65

ACADEMIC POLICIES:

See www.cotr.bc.ca/policies for general college policies related to course activities, including grade appeals, cheating and plagiarism.

COURSE CHANGES:

Information contained in course outlines is correct at the time of publication. Content of the courses is revised on an ongoing basis to ensure relevance to changing educational, employment and marketing needs. The instructor endeavours to provide notice of changes to students as soon as possible. The instructor reserves the right to add or delete material from courses.

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