COLLEGE OF
THE ROCKIES

PPNP-112 – Professional Communication 2

Health and Human Services

Effective Term & Year: Fall 2022
Course Outline Review Date: 2023-03-01

Program Area: Health

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 Methods: On-campus (Face-to-Face)

Credit Type: College of the Rockies Credits

Credits: 2

Instructional Activity and Hours:

Activity	Hours
Classroom, Directed Studies or Online Instruction	30
Seminar/Tutorials	
Laboratory/Studio	
Practicum/Field Experience	
Co-op/Work Experience	
Other	
Total	30

Course Requisites:

- Complete all of the following
    - Successful completion of Level I Courses.
    - Completed the following:
        - PPNP108 – Consolidated Practice Experience 1 (2)
    - Completed or concurrently enrolled in:
        - PPNP111 – Professional Practice 2 (1)
        - PPNP113 – Variations in Health 2 (3)
        - PPNP114 – Health Promotion 2 (2)
        - PPNP115 – Pharmacology 2 (2)
        - PPNP116 – Integrated Nursing Practice 2 (5)

Flexible Assessment: Yes

In some cases students may be able to apply for recognition of prior learning outside the classroom. This flexible assessment process provides equivalent course credit. It is a rigorous process that may include external evaluation, worksite assessment, demonstration, standardized test, self-assessment, interview, products/portfolio, and challenge exam, or other measures as appropriate. Tuition fees apply. Contact an education advisor for more information.

Course Transfer Credit:

For information about receiving transfer credit for courses taken at other BC institutions, please see http://www.bctransferguide.ca. All requests for course transfer credit from institutions in BC or elsewhere should go to the College of the Rockies Enrollment Services office.

Textbook Resources:

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

https://textbook.cotr.bc.ca/ *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.

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 Assessments

Assessment Type: On-Campus (face-to-face)

Assessment Type	% of Total Grade
Essays: Dementia Written Assignment	25%
Midterm Exam	35%
Final Comprehensive Exam	40%
Total	100%

Grade Scheme

A+	A	A-	B+	B	B-	C+	C	C-	D	F
>=95	94-90	89-85	84-80	79-75	74-70	69-65				<65

Pass requirements: None

Evaluation Notes Comments:

When a client/patient is referenced in an assignment, students must only use the term client or patient. No identifying markers (e.g. names, initials, room number, etc.) are to be used. A 15% penalty will be applied for each day past due date for late assignment submissions. If any assignment is more than three (3) days late it will be assigned a grade of "0".

Exam Attendance:

Students must attend all scheduled exams at the appointed time and place. Instructors may approve an alternate exam to accommodate an illness or personal crisis. Department heads will consider other written requests. Any student who misses a scheduled exam without prior approval will receive a "0" on the exam.

Academic Policies:

College of the Rockies policies related to courses can be found at
https://cotr.bc.ca/about-us/college-policies/ and include the following:

- Policy 2.4.3 Students with Documented Disabilities
- Policy 2.4.4 Student Conduct (plagiarism, other cheating, behavioral misconduct)
- Policy 2.5.8 Academic Performance
- Policy 2.5.3 Grade Appeal
- Policy 2.4.9 Student Concerns Re Faculty

Equivalent Course(s) and Course Code Changes

Prior Course Code: PNUR 202

Date changed: September 2012

Course Changes:

The College of the Rockies updates course outlines regularly to meet changing educational, employment and marketing needs. The instructor will notify students in writing of any updates to this outline during the semester. The instructor reserves the right to revise, add or delete material while meeting the learning outcomes of this course outline.