



PPNP-202 – Professional Communication 3

Health and Human Services

Effective Term & Year: Fall 2022

Course Outline Review Date: 2023-03-01

Program Area: Health

Description:

This course focuses on specific professional communication skills used with clients and care providers across the lifespan requiring care in the community.

Program Information:

This course is one of six courses required in Level 3 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: 1

Instructional Activity and Hours:

Activity	Hours
Classroom, Directed Studies or Online Instruction	20
Seminar/Tutorials	
Laboratory/Studio	
Practicum/Field Experience	
Co-op/Work Experience	
Other	
Total	20

Course Requisites:

- Complete all of the following
 - Successful completion of Level 2 courses.
 - Completed the following:
 - [PPNP117](#) – Consolidated Practice Experience 2 (3)
 - Completed or concurrently enrolled in:
 - [PPNP201](#) – Professional Practice 3 (1)
 - [PPNP203](#) – Variations in Health 3 (3)
 - [PPNP204](#) – Health Promotion 3 (3)
 - [PPNP205](#) – Integrated Nursing Practice 3 (4)

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.

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

Halter, M. J. Pollard, C.L., & Jakubec, S.L. (2019). *Vancouver's Canadian psychiatric mental health nursing: A clinical approach* (2nd ed.). Toronto, ON: Elsevier Saunders.

Potter, P. A. & Perry, A. (2014). *Canadian fundamentals of nursing* (5th ed.). Toronto, ON: Elsevier Canada.

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:

- explain approaches to communicate with the interprofessional team to ensure the continuity of care;
 - effectively facilitate discussion and interactions among team members in a simulated environment;
 - facilitate collaborative problem solving and decision making process;
 - participate and be respectful of all members' collaborative decision making;
 - describe strategies for managing interprofessional conflict;
 - discuss specific communication strategies and approaches relative to clients with mental illnesses;
 - identify communication indicators that may indicate when an individual may be at risk for self-harm or harm to others;
 - identify communication strategies to de-escalate a volatile situation;
 - discuss the communication skills required for effective collaboration with both Indigenous and non-Indigenous health care professionals, traditional medicine peoples/healers in the provision of effective health care for First Nation, Inuit and Métis clients, families and communities;
 - compare communications practices for health beliefs among different Indigenous peoples;
 - Identify components that demonstrate a commitment to engage in dialogue and relationship building with different cultures, including cultural safety;
 - describe specific communication strategies and approaches relative to clients with developmental disabilities; and
 - describe communication strategies to build positive relationships with children.
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Course Topics:

- Integration of communication skills
 - Ensuring continuity of care
 - Problem solving and decision making
 - Conflict resolution
 - Age-appropriate communications
 - Adaptation of communication skills appropriate to the client
- Integration of Relational Practice
 - Working with groups
 - Encouraging responsibility for own health
 - Communicating effectively with children
 - Communicating effectively with clients experiencing mental illness

- Communicating effectively with clients with developmental disabilities
- Honouring diversity
- Caring and respect
- Integration of Interprofessional Communication
 - Interprofessional conflict resolution
 - Guidelines for addressing disagreements
 - Establishing a safe environment to express opinions
 - Reaching a consensus
 - Coordinating actions of others during an emergency
 - Cultural safety

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
Assignment	35%
Exam	30%
Assignment	35%
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. 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".

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
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Equivalent Course(s) and Course Code Changes

Prior Course Code: PNUR 302

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.