



PPNP-212 – Professional Communication 4

Health and Human Services

Effective Term & Year: Fall 2023

Course Outline Review Date: 2028-03-01

Program Area: Health

Description:

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.

Program Information:

This course is one of six courses required in Level 4 of the Practical Nursing program. Satisfactory completion of this course is required to complete the program.

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
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Course Requisites:

- Complete all of the following
 - Successful completion of Level 3 courses.
 - Completed the following:
 - PPNP206 – Consolidated Practice Experience 3 (2)
 - Completed or concurrently enrolled in:
 - PPNP211 – Professional Practice 4 (1)
 - PPNP213 – Variations in Health 4 (3)
 - PPNP214 – Health Promotion 4 (2)
 - PPNP215 – Integrated Nursing Practice 4 (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 either British Columbia or Alberta institutions, please see <https://www.bctransferguide.ca/> or <https://transferalberta.alberta.ca> . For more transfer credit information, please visit <https://www.cotr.bc.ca/Transfer>

All requests for course transfer credit from institutions in British Columbia or elsewhere should go to the College of the Rockies Enrolment 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. (2020). *Interpersonal relationships: Professional communication skills for nurses*. (8th ed.). Elsevier Inc.

Astle, B. J & Duggleby, W. (2019). *Canadian Fundamentals of Nursing*. (6th ed.). Elsevier Canada.

Pollard, C. L. & Jakubec, S. L. (2023). *Vancouver's Canadian psychiatric mental health nursing: A clinical approach*. (3rd Canadian ed.). Elsevier Inc.

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

- identify and articulate when collaboration is required in a changing client situation;
 - describe approaches to co-create a climate for shared leadership and interprofessional collaborative practice;
 - identify elements of respect – team ethics, including confidentiality, resource allocation, and professionalism;
 - explain how to promote and facilitate group cohesiveness by contributing to the purposes and goals of the team;
 - describe how to reinforce information given to clients by other health-care professionals;
 - describe how to establish therapeutic relationships within the acute care setting;
 - 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;
 - identify how to effectively provide client and family with emotional support in acute care setting;
 - identify and use appropriate conflict resolution and mediation strategies through simulation;
 - identify opportunities and strategies for teaching, learning, sharing knowledge, and providing constructive feedback to unregulated care providers, novices and other learners; and
 - identify components that demonstrate a commitment to engage in dialogue and relationship building with different cultures.
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Course Topics:

- Professional communication in acute care settings
- Communicating within the role of the PN during an emergency
- Collaborating with other team members in providing nursing care to implement and evaluate care
- Problem solving and decision making

- Conflict resolution
- Adaptation of communication skills appropriate to the client
- Relational practice with clients experiencing an acute illness
- Role of PN in providing family members with emotional support
- Honouring diversity
- Caring and respect
- Cultural advocacy
- Cultural humility
- Interprofessional communication in acute care setting
- Supporting colleagues to practice effectively
- Sharing knowledge with unregulated providers, novices and learners

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 #1	35%
Assignment #2	30%
Group Presentation	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

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 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".

Additional Evaluation Information:

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

Please see the instructor's 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.
- A 15% penalty will be applied for each day past due date for late assignment submissions. If any assignment is more than three 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 402

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.