



## COURSE OUTLINE: BSCN1101 - COMMUNICATION

Prepared: Nicky Kerr

Approved: Bob Chapman, Chair, Health

<b>Course Code: Title</b>	BSCN1101: COMMUNICATION IN NURSING
<b>Program Number: Name</b>	3401: HONOURS BSCN
<b>Department:</b>	BSCN - NURSING
<b>Academic Year:</b>	2023-2024
<b>Course Description:</b>	This course introduces therapeutic use of knowledge, communication and skills in relation to others in the context of professional relationships. Opportunities are provided to develop beginning competencies in the establishment of respectful and safe engagement for person-centred care while exploring the foundational concepts of therapeutic communication.
<b>Total Credits:</b>	3
<b>Hours/Week:</b>	3
<b>Total Hours:</b>	36
<b>Prerequisites:</b>	BSCN1001
<b>Corequisites:</b>	There are no co-requisites for this course.
<b>Vocational Learning Outcomes (VLO's) addressed in this course:</b>	<b>3401 - HONOURS BSCN</b>
<b>Please refer to program web page for a complete listing of program outcomes where applicable.</b>	VLO 1 Meet professional practice requirements as identified in the current Entry-to-Practice Competencies and Professional Standards of the College of Nurses of Ontario.
	VLO 2 Provide safe, competent, holistic care to diverse individuals, groups and populations in a variety of contexts based on the principles of nursing knowledge, ways of knowing, ethics, relationships, and cultural safety.
	VLO 3 Build professional relationships in a collaborative environment with other health care providers and actively engage in collaborative decision making around client care.
	VLO 4 Contribute to the nursing profession and healthcare through the practice of critical inquiry, self-reflection, and a commitment to professional growth through lifelong learning.
	VLO 7 Utilize available technologies to communicate, educate, and provide appropriate care in a variety of contexts.
<b>Essential Employability Skills (EES) addressed in this course:</b>	EES 1 Communicate clearly, concisely and correctly in the written, spoken, and visual form that fulfills the purpose and meets the needs of the audience.
	EES 2 Respond to written, spoken, or visual messages in a manner that ensures effective communication.
	EES 4 Apply a systematic approach to solve problems.
	EES 5 Use a variety of thinking skills to anticipate and solve problems.
	EES 6 Locate, select, organize, and document information using appropriate technology and information systems.
	EES 7 Analyze, evaluate, and apply relevant information from a variety of sources.



- EES 8 Show respect for the diverse opinions, values, belief systems, and contributions of others.
- EES 9 Interact with others in groups or teams that contribute to effective working relationships and the achievement of goals.
- EES 10 Manage the use of time and other resources to complete projects.
- EES 11 Take responsibility for ones own actions, decisions, and consequences.

**Course Evaluation:**

Passing Grade: 65%,

A minimum program GPA of 2.0 or higher where program specific standards exist is required for graduation.

**Books and Required Resources:**

Communication in Nursing by Balzer Riley  
 Publisher: Elsevier Edition: 9th  
 ISBN: 9780323625487

Publication Manual of APA by American Psychological Association  
 Edition: 7th  
 ISBN: 9781433832161

**Ends in View and Processes:**

Ends in View	Process
Understand and apply therapeutic relationship concepts in nursing practice.	1.1 Identify the purpose of the client-nurse relationship. 1.2 Discuss the role of caring in nursing. 1.3 Describe the cognitive, affective, and psychomotor abilities that comes into the therapeutic encounter. 1.4 List dos and don'ts in the client-nurse relationship 1.5 Participate in exercises to build skills in the client-nurse relationship. 1.6 Identify characteristics of a successful client-nurse relationship.
Ends in View	Process
Understand and apply therapeutic communication techniques to person-centred care.	2.1 Identify therapeutic and nontherapeutic communication techniques. 2.2 Describe responsible communication in nursing. 2.3 Discuss listening skills and practice. 2.4 Discuss the benefits of demonstrating warmth, respect, genuineness and empathy in communication with clients and colleagues 2.5 Participate in exercises including therapeutic and nontherapeutic interactions.
Ends in View	Process
Understand the use of confrontation skills and communicating assertively and responsibly with distressed and difficult clients.	3.1 Identify the functions of interpersonal communication in nursing 3.2 Distinguish between assertive, nonassertive, and aggressive communication. 3.3 Explain the describe, express, specify, consequences (DESC) script for developing an assertive response.



	<p>3.4 Discuss the importance of feedback in communication.</p> <p>3.5 Discuss steps for receiving feedback to promote self-growth.</p> <p>3.6 Practice seeking, giving, and receiving feedback in selected exercises.</p>
<b>Ends in View</b>	<b>Process</b>
Understand and apply end of life and palliative care concepts in relation to communication.	<p>4.1 Identify fears about communicating with clients near end of life.</p> <p>4.2 Discuss effective, empathetic and compassionate strategies for caring communication near the end of life.</p> <p>4.3 Identify strategies for creative expression for clients at the end of life and their families.</p> <p>4.4 Discuss the role self care plays for the nursing student when working with clients and families at the end of life.</p> <p>4.5 Participate in exercises to build effective communication skills with clients near the end of life and their families.</p>
<b>Ends in View</b>	<b>Process</b>
Describe group roles, group dynamics and group process.	<p>5.1 Identify the essential conditions for group effectiveness.</p> <p>5.2 Discuss the stages of group development.</p> <p>5.3 Discuss characteristics of effective groups.</p> <p>5.4 Identify task roles of group members and individual roles of group members that impede group process.</p> <p>5.5 Define principles of team functioning, conflict resolution, problem solving and decision making.</p>
<b>Ends in View</b>	<b>Process</b>
Describe interprofessional and intraprofessional collaboration concepts.	<p>6.1 Define interprofessional and intraprofessional concepts</p> <p>6.2 Discuss the health care team and promote collaboration principles of team functioning, conflict resolution, role clarification, shared problem-solving and decision-making.</p>
<b>Ends in View</b>	<b>Process</b>
Define delegation and understand its use in nursing practice.	<p>7.1 Define delegation, and coordination of care with health care team members.</p> <p>7.2 Define the concept of delegation opportunities for students to acquire knowledge of the legislative requirements for delegation.</p> <p>7.3 Discuss regulated and non-regulated team members in relation to carrying out delegated nursing activities.</p>
<b>Ends in View</b>	<b>Process</b>
Understand and demonstrate professional communication with use of reporting techniques.	<p>8.1 Discuss the importance of reporting tools in healthcare for nurses.</p> <p>8.2 Explore different tools and ways used for reporting in the healthcare setting.</p> <p>8.3 Practice reporting off to other health care professionals such as nurses, physicians.</p> <p>8.4 Review assertive communication and the role of the caring nurse as it relates to reporting.</p>
<b>Ends in View</b>	<b>Process</b>



	Examine the use of communication technology in nursing practice.	<p>9.1 Discuss the ways social media impacts the nursing profession</p> <p>9.2 Describe digital learning and its use in nursing.</p> <p>9.3 Discuss the benefits of clinical documentation and utilizing an electronic health record.</p> <p>9.4 Describe the dangers of digital communication and how to avoid them.</p> <p>9.5 Discuss the implications of internet use with consumers.</p>														
<b>Evaluation Process and Grading System:</b>	<table border="1"> <thead> <tr> <th data-bbox="492 352 719 404">Evaluation Type</th> <th data-bbox="719 352 930 404">Evaluation Weight</th> </tr> </thead> <tbody> <tr> <td data-bbox="492 404 719 439">Paper 1</td> <td data-bbox="719 404 930 439">30%</td> </tr> <tr> <td data-bbox="492 439 719 473">Paper 2</td> <td data-bbox="719 439 930 473">30%</td> </tr> <tr> <td data-bbox="492 473 719 508">Portfolio Assignment</td> <td data-bbox="719 473 930 508">0%</td> </tr> <tr> <td data-bbox="492 508 719 543">Test 1</td> <td data-bbox="719 508 930 543">15%</td> </tr> <tr> <td data-bbox="492 543 719 578">Test 2</td> <td data-bbox="719 543 930 578">15%</td> </tr> <tr> <td data-bbox="492 578 719 630">Video</td> <td data-bbox="719 578 930 630">10%</td> </tr> </tbody> </table>		Evaluation Type	Evaluation Weight	Paper 1	30%	Paper 2	30%	Portfolio Assignment	0%	Test 1	15%	Test 2	15%	Video	10%
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<b>Date:</b>	July 19, 2023															
<b>Addendum:</b>	Please refer to the course outline addendum on the Learning Management System for further information.															