BSN Program
NURS-3313: Nurse as a Therapeutic Communicator
Syllabus
Spring 2015

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Office Hours: By appointment
Nursing Department: 903-886-5315
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COURSE INFORMATION

Materials- Textbooks, Readings, Supplementary Readings:

Textbook(s) Required:
Purdue OWL (Online Writing Lab): http://owl.english.purdue.edu/owl/resource/560/01/

Recommended

COURSE DESCRIPTION
Emphasis is on caring communication as an essential dimension of professional nursing. Theories are presented to explain the dynamic relationship between human behavior, health, and illness, and the impact of interpersonal relationship skills to effect positive changes in individuals and their families. Nurse communication in the role of educator will be introduced as part of the teaching/learning course content. (3 credit hours)

Student Learning Outcomes:
1. Identify the purpose of therapeutic communication between nurse and client.
2. Apply concepts of group dynamics and communication principles to work groups.
3. Discuss methods for communicating effectively in organization settings.
4. Describe methods to handle conflict through interpersonal negotiation when it occurs.
5. Identify communication barriers in professional relationships, including disruptive behaviors.
6. Use written, verbal, non-verbal, and emerging technology methods to communicate effectively.
7. Demonstrate therapeutic communication skills and processes to affect positive changes in individuals from rural and other diverse populations.
8. Identify culturally appropriate communication strategies in selected cultures.
9. Demonstrate caring communication responses to common emotional behaviors.
10. Demonstrate responsibility for own learning.
11. Demonstrate the acquisition of effective reading abilities essential for therapeutic communication.
12. Identify the appropriate use of social media in the practice of professional nursing.
13. Identify and utilize medical terminology essential for communication with health care professionals.

COURSE REQUIREMENTS

Instructional / Methods / Activities Assessments
This course consists of a series of activities and assessments to assist you in achieving the outcomes/objectives for the course. Each week you will complete various combinations of online assignments, activities, readings, etc.

Weaver Reading Program
All students in Therapeutic Communications will be enrolled in the Weaver Reading Program and required to complete 2 hours per week over the course of the semester for a total of 30 hours by the end of the semester. The program begins with a diagnostic placement test to determine a student’s reading grade level. Once determined, it places the student in lessons that begin in the diagnosed reading level. The two main components in Weaver Reading Program are reading comprehension and vocabulary. Students work in both reading comprehension and vocabulary lessons and progress in level over the course of the semester.

Students will also be required to complete the Medical Terminology Module available in Weaver. The Medical Terminology module becomes available once the student reaches 6th grade reading level. Once it is available, students also work in this module to complete.

There are two requirements that each student must meet. One, the student must meet the minimum 30 hours of active participation in Weaver. Two, the Medical Terminology module must be completed by the end of the semester. If either requirement is not met, the student will receive an “incomplete” in the course until both requirements are met. Students are required to complete the Weaver Reading Program by the end of the summer. Completion of Weaver occurs when the student has reached a minimum of 10th grade level in both Reading Comprehension and Vocabulary. The course instructor will notify students when the course is completed.

Grading
Grades will be determined as follows:

<table>
<thead>
<tr>
<th>Medical Terminology Module (Weaver)</th>
<th>5%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exam 1</td>
<td>20%</td>
</tr>
<tr>
<td>Exam 2</td>
<td>20%</td>
</tr>
<tr>
<td>Exam 3</td>
<td>20%</td>
</tr>
<tr>
<td>Assignments/Exercises</td>
<td>10%</td>
</tr>
<tr>
<td>Culture Presentation /Group Dynamic Paper</td>
<td>25%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

Grading Scale:
A = 90-100
B = 80-89
C = 75-79
D = 67-74
F = 66 and Below

Students must achieve a minimum average of 75 on all exams in order to pass the course. Other graded assignments (including quizzes) will not be added to the final grade unless exam grade average is 75% or higher.

TECHNOLOGY REQUIREMENTS

• To fully participate in online courses, you will need to use a current, Flash enabled browser. For PC users, the suggested browser is Internet Explorer 9.0 or 10. For Mac users, the most current update of Firefox is suggested.

• You will need regular access to a computer with a broadband Internet connection. The minimum computer requirements are:
  o 512 MB of RAM, 1 GB or more preferred
  o Broadband connection required courses are heavily video intensive
  o Video display capable of high-color 16-bit display 1024 x 768 or higher resolution

• You must have a:
  o sound card, which is usually integrated into your desktop or laptop computer
  o speakers or headphones.

• Depending on your course, you might also need a:
  o webcam
  o microphone

For courses where interactive tools are used, like VoiceThread or Class Live Pro, headphones are suggested for use with recording and playback. We recommend a webcam with an integrated microphone, such as the Microsoft LifeCam Cinema. All devices should be installed and configured before class begins.

• Both versions of Java (32 bit and 64 bit) must be installed and up to date on your machine. Java can be downloaded at: http://www.java.com/en/download/manual.jsp

• Current anti-virus software must be installed and kept up to date.

• You will need some additional free software for enhanced web browsing. Ensure that you download the free versions of the following software:
  o Adobe Reader
  o Adobe Flash Player

• At a minimum, you must have Microsoft Office 2013, 2010, 2007 or Open Office. Microsoft Office is the standard office productivity software utilized by faculty, students, and staff. Microsoft Word is the standard word processing software, Microsoft Excel is the standard spreadsheet software, and Microsoft PowerPoint
is the standard presentation software. Copying and pasting, along with attaching/uploading documents for assignment submission, will also be required. If you do not have Microsoft Office, you can check with the bookstore to see if they have any student copies.

- For additional information about system requirements, please see: https://secure.ecollege.com/tamuc/index.learn?action=technical

ACCESS AND NAVIGATION

Pearson LearningStudio Access and Log in Information

This course will be facilitated using Pearson LearningStudio, the learning management system used by Texas A&M University Commerce. To get started with the course, go to: http://www.tamuc.edu/myleo.aspx.

You will need your CWID and password to log in to the course. If you do not know your CWID or have forgotten your password, contact Technology Services at 903.468.6000 or helpdesk@tamuc.edu. It is strongly recommended that you perform a “Browser Test” prior to the start of your course. To launch a browser test, login to Pearson LearningStudio, click on the ‘myCourses’ tab, and then select the “Browser Test” link under Support Services.

Pearson LearningStudio Student Technical Support

Texas A&M University Commerce provides students technical support in the use of Pearson LearningStudio.

Technical assistance is available 24 hours a day/ 7 days a week.

If at any time you experience technical problems (e.g., you can't log in to the course, you can't see certain material, etc.) please contact the Pearson LearningStudio Help Desk, available 24 hours a day, seven days a week.

The student help desk may be reached by the following means 24 hours a day, seven days a week.

- **Chat Support:** Click on ‘Live Support’ on the tool bar within your course to chat with an Pearson LearningStudio Representative.
- **Phone:** 1-866-656-5511 (Toll Free) to speak with Pearson LearningStudio Technical Support Representative.
- **Email:** helpdesk@online.tamuc.org to initiate a support request with Pearson LearningStudio Technical Support Representative.

Accessing Help from within Your Course: Click on the ‘Tech Support’ icon on the upper left side of the screen inside the course. You will then be able to get assistance via online chat, email or by phone by calling the Help Desk number noted below.

**Note:** Personal computer problems do not excuse the requirement to complete all course work in a timely and satisfactory manner. Each student needs to have a backup method to deal with these inevitable problems. These methods might include the availability of a backup PC at home or work, the temporary use of a computer at a friend's home, the local library, office service companies, an Internet café, or a bookstore, such as Barnes & Noble, etc.
Policy for Reporting Problems with Pearson LearningStudio

Should students encounter Pearson LearningStudio based problems while submitting assignments/discussions/comments/exams, the following procedure MUST be followed?

1. Students must report the problem to the help desk. You may reach the help desk at helpdesk@online.tamuc.org or 1-866-656-5511.
2. Students MUST file their problem with the helpdesk and obtain a helpdesk ticket number.
3. Once a helpdesk ticket number is in your possession, students should email me to advise me of the problem and to provide me with the helpdesk ticket number.
4. At that time, I will call the helpdesk to confirm your problem and follow up with you.

PLEASE NOTE: Your personal computer/access problems are not a legitimate excuse for filing a ticket with the Pearson help desk. You are strongly encouraged to check for compatibility of your browser BEFORE the course begins and to take the Pearson LearningStudio tutorial offered for students who may require some extra assistance in navigating the Pearson LearningStudio platform. ONLY Pearson LearningStudio based problems are legitimate.

Internet Access
An Internet connection is necessary to participate in discussions and assignments, access readings, transfer course work, and receive feedback from your professor. View the requirements as outlined in Technology Requirements above for more information.

myLeo Support
Your myLeo email address is required to send and receive all student correspondence. Please email helpdesk@tamuc.edu or call us at 903-468-6000 with any questions about setting up your myLeo email account. You may also access information at https://leo.tamuc.edu.

Learner Support
Go to the following link One Stop Shop - created to serve you by attempting to provide as many resources as possible in one location.
Go to the following link Academic Success Center - focused on providing academic resources to help you achieve academic success.

COMMUNICATION AND SUPPORT
Student access to faculty cell phone numbers are provided for the following reasons: emergencies, access during clinical, clinical absences, and clinical tardiness. Faculty cell phone numbers are not to be used for questions regarding assignments or other course matters. These items may be handled via email or departmental telephone, including absences or tardiness for class. Emails will be responded to during business hours. Please allow 24-48 hours for a response. Faculty will not respond to calls, texts, or emails after hours or on weekends except in the case of an emergency. Faculty will not respond to calls, texts, or emails to provide information already posted in the course. Refer to eCollege for your course or clinical requirements. All faculty have posted office hours and will make appointments at other times by request.

COURSE AND UNIVERSITY PROCEDURES/POLICIES

Course Specific Procedures:
CLASS
1. Class Cancellation: In the event that a class is canceled, the student is expected to do the readings and
complete the objectives for that day. The content will still be included on examinations. The material in this syllabus and dates identified in the Course Calendar are subject to change.

2. Class attendance is expected. The students should notify course faculty in advance of any absence.

3. Exam dates are listed in each course syllabus, and the student is expected to be present for exams. In the event that the student will be absent, the course instructor must be notified in advance. Failure to do so will result in the student receiving a zero for the missed exam or quiz.

4. As an adult learner and responsible professional, the student is responsible for reading and completing assignments prior to class and for being prepared to participate in discussions over the assigned material. It should not be expected that all material will be covered in class. Students are expected to come to class prepared.

5. Assignments must be handed in on time. Assignments submitted late without prior arrangement with the classroom instructor will receive a zero.

University Specific Procedures

ADA Statement

Students with Disabilities
The Americans with Disabilities Act (ADA) is a federal anti-discrimination statute that provides comprehensive civil rights protection for persons with disabilities. Among other things, this legislation requires that all students with disabilities be guaranteed a learning environment that provides for reasonable accommodation of their disabilities. If you have a disability requiring an accommodation, please contact:

Office of Student Disability Resources and Services
Texas A&M University-Commerce
Gee Library- Room 132
Phone (903) 886-5150 or (903) 886-5835
Fax (903) 468-8148
StudentDisabilityServices@tamuc.edu

Interaction with Instructor Statement

Student Conduct

All students enrolled at the University shall follow the tenets of common decency and acceptable behavior conducive to a positive learning environment. (See Code of Student Conduct from Student Guide Handbook).

A&M-Commerce will comply in the classroom, and in online courses, with all federal and state laws prohibiting discrimination and related retaliation on the basis of race, color, religion, sex, national origin, disability, age, genetic information or veteran status. Further, an environment free from discrimination on the basis of sexual orientation, gender identity, or gender expression will be maintained.

COURSE OUTLINE / CALENDAR


<table>
<thead>
<tr>
<th>Date</th>
<th>Content</th>
<th>Reading Assignment</th>
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<tbody>
<tr>
<td>1/20</td>
<td>Intercultural Communication</td>
<td>Chapters 11,12</td>
</tr>
<tr>
<td>Date</td>
<td>Event</td>
<td>Chapters</td>
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<tr>
<td>1/29 8-9AM</td>
<td>Library Orientation (Mandatory)</td>
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<tr>
<td>2/12</td>
<td>Theoretical Perspectives &amp; Contemporary Dynamics</td>
<td>Chapters 1,2</td>
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<tr>
<td></td>
<td>Professional Guides to Action in Interpersonal Relationships</td>
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<tr>
<td>(2/25)</td>
<td>Exam 1 (Chapters 1, 2, 11, 12)</td>
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<tr>
<td>2/26</td>
<td>Clinical Judgment: Critical Thinking: Ethical Decision Making</td>
<td>Chapters 3,5</td>
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<td></td>
<td>The Nurse-Client Relationship</td>
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<tr>
<td>3/12</td>
<td>Bridges / Barriers in Therapeutic Relationships</td>
<td>Chapters 6, 7</td>
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<tr>
<td></td>
<td>Role Relationship Patterns</td>
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<td>3/16-3/20</td>
<td>Spring Break</td>
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<tr>
<td>3/25</td>
<td>Exam 2 (Chapters 3, 5, 6, 7)</td>
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<tr>
<td>4/2</td>
<td>Communication Styles</td>
<td>Chapters 9,10</td>
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<td></td>
<td>Developing Therapeutic Communication Skills</td>
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<tr>
<td>4/16</td>
<td>Resolving Conflict between Nurse and Client Communication with Other Health Care Professionals</td>
<td>Chapters 14,23</td>
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<tr>
<td>4/22</td>
<td>Exam 3 (Chapters 9, 10, 14, 23)</td>
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<tr>
<td>4/23</td>
<td>Group Dynamics Paper Due by 5PM</td>
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<tr>
<td>4/30</td>
<td>Culture Presentations</td>
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