BSN Program
NURS-3313: Therapeutic Communication
Syllabus
Spring 2016

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COURSE INFORMATION

Materials- Textbooks, Readings, Supplementary Readings:

Textbook(s) Required:
Arnold, E. & Boggs, K.U. (2016). *Interpersonal relationships: professional communication skills for nurses (7th Ed.)*. Philadelphia: W.B. Saunders. ISBN: 9780323242813.
Chabner, D.E. (2015). *Medical terminology-a short course.* (7th ed.) Maryland Heights, MO: Saunders. ISBN: 9781455758302.
Purdue OWL (Online Writing Lab): http://owl.english.purdue.edu/owl/resource/560/01/

Recommended
Sheldon, L.K. & Foust, J. B. (2014). *Communication for nurses: tTalking with patients(3rd Ed.).* Boston, MA: Jones and Bartlett Learning. ISBN: 978-1-4496-9177-6.

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.

Medical Terminology Modules
All students in Therapeutic Communications will be required to complete five Medical Terminology Modules over the course of the semester. The modules are online and coursework is completed online. The modules correspond to the Chabner's seventh edition *Medical Terminology- a short course* textbook. The modules consist of assignments that students complete. Each module culminates in an exam. The exams are completed online and dates are assigned. Each module, including the exam, must be completed by the date listed. Late submissions will receive a zero "0" unless the student contacts the instructor prior to the date due. Students are expected to utilize medical terminology in classes, labs, and clinical for the remainder of the program.

PAPERWORK SUBMISSION
It is expected that you will submit all assignments on time. If you need an extension, it must be requested **before** the due date and may or may not be approved at the discretion of the course coordinator. Unexcused late assignments will be penalized 10% per day for each of the first two days overdue; on the 3rd day, the grade will be assigned as 0%. Communication on these matters is the student's responsibility.
All documents submitted online are to be in .docx, .rtf or .pdf format. No other formats will be accepted (JPEG, GIF, etc.). Assignments need to be submitted in a maximum of one document per assignment. A self-graded grading rubric must be submitted with all written assignments.
Failure to follow these guidelines will result in a grade of "0" on the assignment.

Grading
Grades will be determined as follows:

Medical Terminology Modules	10%
Exam 1	20%

Exam 2	20%	
Exam 3	20%	
Assignments/Exercises	10%	
Culture Presentation /Group Dynamic Paper	20%	
Total	**100%**	

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 course 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:
    - Adobe Reader
    - 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 cafe, 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 helpdesk 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, the helpdesk will call 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. http://www.tamuc.edu/admissions/onestopshop/

Go to the following link Academic Success Center- focused on providing academic resources to help you achieve academic success. http://www.tamuc.edu/campusLife/campusServices/academicSuccessCenter

FREE MOBILE APPS

The Courses apps for phones have been adapted to support the tasks students can easily complete on a smaller device. Due to the smaller screen size course content is not presented.

The Courses app is free of charge. The mobile Courses Apps are designed and adapted for different devices.

	App Title:	**iPhone** – Pearson LearningStudio Courses for iPhone **Android** – LearningStudio Courses - Phone
	Operating System:	**iPhone** - OS 6 and above **Android** – Jelly Bean, Kitkat, and Lollipop OS
	iPhone App URL:	https://itunes.apple.com/us/app/pearson-learningstudio-courses/id977280011?mt=8
	Android App URL:	https://play.google.com/store/apps/details?id=com.pearson.lsphone

Once downloaded, search for Texas A&M University-Commerce, and it should appear on the list. Then you will need to sign into the myLeo Mobile portal.

The Courses App for Android and iPhone contain the following feature set:
• View titles/code/Instructor of all Courses enrolled in online
• View and respond to all discussions in individual Courses
• View Instructor Announcements in individual Courses
• View Graded items, Grades and comments in individual Courses
• Grade to Date
• View Events (assignments) and Calendar in individual Courses
• View Activity Feed for all courses
• View course filters on activities
• View link to Privacy Policy
• Ability to Sign out
• Send Feedback

COMMUNICATION AND SUPPORT
Interaction with Instructor Statement
Communication between faculty and students is important and taken seriously. Preferred communication methods are through individualized faculty office hours, email, or office phone. If a phone call is not answered, please leave a message and send an e-mail using the direct e-mail link on the course home page. You will be treated with collegial respect and you are expected to communicate likewise in a professional manner.

COURSE AND UNIVERSITY PROCEDURES/POLICIES

Syllabus Change Policy
The syllabus is a guide. Circumstances and events, such as student progress, may make it necessary for the instructor to modify the syllabus during the semester. Any changes made to the syllabus will be announced in advance.

Course Specific Procedures
Students must adhere to standards of professional and academic conduct Academic misconduct involves any activity that tends to compromise the academic integrity of the University, or subvert the educational process, including, but not limited to, cheating, plagiarism, falsifying academic records, misrepresenting facts and any act designed to give unfair academic advantage to the student or the attempt to commit such an act. Students are responsible for their own academic honesty and for reporting violations of academic honesty by others. (Nursing Student Conduct Code--See the BSN Student Guide)

CLASS
1.   Class Cancellation: In the event that a class is canceled, the student is expected to complete the readings and review the objectives for that day. The content will 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 must notify course faculty in advance of any absence. Notification may occur by phone, message, or email.
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**.**

Classroom Behavior
Students must refrain from classroom distractions (e.g. talking to each other, eating, texting, using phones, entering late or moving excessively during class). Children are not allowed in the classroom at any time. Students causing distractions will be asked to leave the classroom and may be subject to disciplinary action. Cell phones must be placed on vibrate or turned off.
Use of Electronic Devices
The use of electronic devices, including laptops and voice recorders, must be approved by the course faculty prior to class. Laptops not being used to take notes should be closed. The use of any unapproved electronic devices during a test/quiz or test/quiz review will result in the student receiving a zero for that test/quiz.
Student Dress
Refer to Student Guide for additional information. While in the lab, students will be expected to dress in the prescribed BSN program uniform. Gum chewing is never allowed in the lab or clinical setting.

University Specific Procedures

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 current Student Guidebook*).*

Students should also consult the Rules of Netiquette for more information regarding how to interact with students in an online forum: Netiquette http://www.albion.com/netiquette/corerules.html

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
Email: Rebecca.Tuerk@tamuc.edu

Website: Office of Student Disability Resources and Services

http://www.tamuc.edu/campusLife/campusServices/studentDisabilityResourcesAndServices/

Nondiscrimination Notice
Texas A&M University-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.

Tobacco Statement
Procedure 34.05.99.R1 now prohibits the use of vapor/electronic cigarettes, smokeless tobacco, snuff and chewing tobacco inside and adjacent to any building owned, leased, or operated by A&M – Commerce.

COURSE OUTLINE / CALENDAR

Texts: Arnold & Boggs, *Interpersonal Relationships*, 7th edition (2016)
Chabner *Medical terminology-a short course.* (7th ed.) (2015)

Date	Content	Reading Assignment
1/21	Intercultural Communication Therapeutic Communication in Groups	Chapter 7 Chapter 8
1/26 1-3 PM	**Library Orientation (Mandatory)**	
2/9	Theory Based Perspectives & Contemporary Dynamics Professional Guides for Nursing Communication	Chapter 1 Chapter 2
2/2	**Medical Terminology Module 1 (Basic Word Structure) Exam Due by 2359 hours**	Chabner, Ch 1
2/22	**Exam 1 (Chapters 1, 2, 7, 8)**	
2/23	Clinical Judgment and Ethical Decision Making Developing Therapeutic Relationships **Medical Terminology Module 2 (Organization of Body) Exam Due by 2359 hours**	Chapter 3 Chapter 10 Chabner, Ch 2
3/8	Bridges / Barriers in Therapeutic Relationships Role Relationship and Interprofessional Communication	Chapter 11 Chapter 22
3/14-3/18	**Spring Break**	
3/21	**Exam 2 (Chapters 3, 10, 11, 22)**	
3/22	**Medical Terminology Module 3 (Suffixes)Exam Due by 2359 hours**	Chabner, Ch 3
3/29	Developing Therapeutic Communication Skills Variation in Communication Styles	Chapter 5 Chapter 6
4/12	Resolving Conflict between Nurse and Client Communication with Other Health Professionals **Medical Terminology Module 4 (Prefixes) Exam Due by 2359 hours**	Chapter 13 Chapter 23 Chabner, Ch 4
4/18	**Exam 3 (Chapters 5, 6, 13, 23)**	
4/26	**Pharmacology class will meet on this date**	
4/29	**Group Dynamics Paper Due by 5PM**	
5/3	*Culture Presentations* **Medical Terminology Module 6 (Body Systems)Exam Due by 2359 hours**	Chabner, Appendix 1