

# **NURSING 101: FOUNDATIONS OF NURSING**

## **UNIT III: THE PROCESS OF COMMUNICATION**

### **UNIT OBJECTIVES**

#### **AT THE COMPLETION OF THE UNIT, THE STUDENT:**

1. Describe the elements of the communication process and their relevance to nursing.
2. Identify characteristics of verbal and non-verbal communication.
3. Identifies evidence-based practice and best practice standards related to communication.
4. Explains the nature of the nurse-client relationship.
5. Identifies factors that facilitate and inhibit effective communication.
6. Utilizes therapeutic communication.
7. Discusses legal guidelines for recording and documenting client information.
8. Identifies the significant information to include and communicate in a verbal report to the healthcare team.
9. Explains the admission and discharge process and discusses the nurse's role in meeting client needs.
10. Explains the process of teaching and learning.
11. Identifies teaching strategies and proper implementation of teaching skills.
12. Explains types and domains of learning implementation and evaluation.
13. Defines the aging process, including common problems of older adults.
14. Identifies the nurse's role in gerontologic nursing.
15. Identified legal and ethical issues related to older adults.
16. Discusses unique communication interventions for the elderly population.
17. Identifies nursing interventions for promoting client safety in the elderly population.
18. Discusses correct documentation of client teaching.
19. Discusses the role and use of an interpreter.
20. Identifies modes of interpreting.

CONTENT/ HOURS	TEACHING STRATEGIES	SUPPORTING ACTIVITIES	EVALUATION METHODS
<p><b>Unit III: The Process of Communication</b>  <b>Theory Hours- 9.0</b>  <b>Clinical Hours- 3.5</b></p> <p>I. Communication: The Nurse-Patient Relationship</p> <ul style="list-style-type: none"> <li>A. Definition</li> <li>B. Levels of Communication <ul style="list-style-type: none"> <li>i. Intrapersonal</li> <li>ii. Interpersonal</li> <li>iii. Public</li> <li>iv. Small Group</li> </ul> </li> <li>C. Elements of the Communication Process <ul style="list-style-type: none"> <li>i. Sender</li> <li>ii. Message</li> <li>iii. Receiver</li> </ul> </li> <li>D. Modes of Communication <ul style="list-style-type: none"> <li>i. Verbal</li> <li>ii. Non-Verbal</li> <li>iii. Emotional &amp; Energetic Communication</li> <li>iv. Electronic Communication</li> </ul> </li> <li>E. Influencing Factors</li> <li>F. Therapeutic Communication <ul style="list-style-type: none"> <li>i. Therapeutic vs. Non-therapeutic</li> </ul> </li> <li>G. The Helping Relationship <ul style="list-style-type: none"> <li>i. Characteristics</li> <li>ii. Phases <ul style="list-style-type: none"> <li>1. Pre-interaction Phase</li> <li>2. Introductory Phase</li> <li>3. Working Phase</li> <li>4. Termination Phase</li> </ul> </li> <li>iii. Developing Helping Relationships</li> </ul> </li> </ul> <p>II. Communication within the Healthcare Arena</p> <ul style="list-style-type: none"> <li>A. Characteristics of Effective Communication</li> <li>B. Verbal Communication: Reporting Patient Data</li> </ul>	<p>Interactive Lecture: In-class discussion and participation in content-related questions</p> <p>Guest Speaker – Certified Medical Translator</p> <p>Visual-Based Learning: Hitch</p> <p>Visual-Based Learning: Patch Adams</p> <p>Visual-Based Learning: The Brady Bunch</p> <p>Visual-Based Learning &amp; Interactive Learning: Mrs. Doubtfire</p>	<p>Class Prep: ATI Apply Technique Identifiers – “Respecting Client’s Culture &amp; Client Experiencing Thrombosis”</p> <p>Visual-Based Learning: ATI Engage Fundamentals – Professional Nursing, “Communication”</p>	





CONTENT/ HOURS	TEACHING STRATEGIES	SUPPORTING ACTIVITIES	EVALUATION METHODS
<ul style="list-style-type: none"> <li>E. Assessment of Learning</li> <li>F. Factors Affecting Learning</li> <li>G. Implementing Education</li> <li>H. Evaluating Education</li> <li>I. Documentation of Teaching in Cerner</li> <li>J. Nurse as a Teacher</li> </ul>	<p>Visual-Based Learning: Grey's Anatomy-Medical Jargon</p> <p>Case-Study Analysis: Education</p>	<p>Tips for Patient Education Handout</p>	<p>Unit III Quiz</p> <p>Unit III Exam</p> <p>Communication Paper</p>