

**Covenant School of Nursing
Instructional Module 1 Learning Guide
Topic: Communication**

Learning Goals/Outcomes
Upon completion of this lesson, you will be able to: <ul style="list-style-type: none">• Assess factors that affect the process of communication• List barriers to therapeutic communication• Implement techniques that enhance communication with patients, both those with and without special needs• Analyze the appropriate use of SBAR to improve patient safety
Pre-Class Preparation
Required: Read <ul style="list-style-type: none">• Potter, P.A., Perry, A.G., Stockert, P.A., Hall, A.M., <u>Fundamentals of Nursing</u>, 10th ed., 2021. Chapter 24 – Communication, pages 322-344. Complete <ul style="list-style-type: none">• The online assignments listed in Learning Activities have a course due date that is documented in the Lesson information. It is recommended that you complete the activities prior to class for an introduction to the lecture. An average score of 80% on each quiz in the assignment is required. Failure to complete the assignments by the due date will result in an absence – review your syllabus. Additional Resources: <ul style="list-style-type: none">• SBAR Guidelines power point
Learning Activities
Classroom Activities: <ul style="list-style-type: none">• Lecture• SBAR group scenarios Laboratory/Clinical <ul style="list-style-type: none">• Communication in lab and clinical Online/Out of Class: <ul style="list-style-type: none">• Go to My Evolve Select Clinical Skills: Skills for Nursing Collection Under Course Content, select Essentials Collection The assignments are listed in alphabetical order. The 3 assignments to be completed are:<ul style="list-style-type: none"><input type="checkbox"/>Active Listening: Connecting with Others<input type="checkbox"/>Communicating Effectively on the Job<input type="checkbox"/>Dealing with Conflict
Evaluation Methods

<ul style="list-style-type: none"> • Unit exam • Clinical observation 	
Texas DECs	QSEN Competencies
Knowledge I.B. 7c II.E. 2, 3 IV.A. 2 Clinical Judgment and Behaviors I.B. 8 II.E. 9 IV.A. 2a	PCC, T&C, INF
IM Student Learning Outcomes	NCLEX Test Plan
(1) Collect accurate bio-psycho-social-spiritual-cultural patient data. (2) Use communication methods required to provide safe, effective, and compassionate care. (4) Engage in caring and professional behaviors.	HP4: Health Promotion/Disease Prevention Psychosocial Integrity: Therapeutic Communication
Concepts	Faculty
Communication	D. Dutton, MSN, RNC-OB
Date originated: 07/02/2015	Revision Dates: 06/31/2017, 10/31/2017, 01/17/2018. 04/19/2018. 11/09/2018, 01/23/2019 04/17/2019, 09/24/2020. 02/09/2021