

Covenant School of Nursing
Instructional Module 3 Learning Guide
Topic: TeamSTEPPS- Communication

Learning Goals/Outcomes
Upon completion of this lesson, you will be able to: • Describe how communication affects team processes and outcomes • Define effective communication • Identify communication challenges • Identify TeamSTEPPS tools and strategies that can improve team communication
Pre-Class Preparation
Required: • none Additional Resources: • https://www.ahrq.gov/ • https://www.ahrq.gov/teamstepps/instructor/fundamentals/index.html • https://www.ahrq.gov/teamstepps/instructor/essentials/pocketguideapp.html
Learning Activities
Classroom Activities: • Lecture • Active discussion • Debrief/Review Laboratory/Clinical: • None Online: • None
Evaluation Methods
• None

Time Allotments:		
Classroom	Laboratory	Out-of-Class Work
1	0	0
Texas DEC's		QSEN Competencies
*Member of the Profession: I: A. Function within the nurse's legal scope of practice and in accordance with the policies and procedures of the employing health care institution or practice setting; Knowledge: 1c: Federal, state, or local laws, rules, and regulations affecting nursing practice; 2: Nursing scope of practice in relation to delegated medical acts and facility policies; 4: Facility policies and procedures.; Clinical Judgments and Behaviors: 3b: Question orders, policies, and procedures that may not be in the patient's best interest I: B. Assume responsibility and accountability for the quality of nursing care provided to patients and their families. Knowledge: 4: Continuing competency and professional development; 5: Self-evaluation, staff evaluation, and peer evaluation processes; 7c: Communication techniques and management skills to maintain professional boundaries; Clinical Judgments and Behaviors: 6b: Question orders, policies, and procedures that may not be in the patient's best interest; 7: Use communication techniques and management skills to maintain professional boundaries between patients and individual health care team members; *Provider of Patient-Centered Care: II: C. Analyze assessment data to identify problems, formulate goals/outcomes, and develop plans of care for patients and their families using information from evidence-based practice in collaboration with patients, their families, and the interdisciplinary health care team. Knowledge: 2a: Techniques of written, verbal, and nonverbal communication including electronic information technologies; 2b: Principles of effective communication and the impact on nursing practice; II: D. Provide safe, compassionate, comprehensive nursing care to patients and their families through a broad array of health care services; Knowledge: 5a: Channels of communication for decision-making processes within work settings; Clinical Judgments and Behaviors: 2c: Communicate changes in patient status to other providers II: E. Implement the plan of care for patients and their families within legal, ethical, and regulatory parameters and in consideration of disease prevention, wellness, and promotion of healthy lifestyles; Knowledge: 2: Patterns and modes of therapeutic and non-therapeutic communication, delegation, and collaboration; 7: Principles and strategies of stress management, crisis intervention, and conflict management; 10: Intradisciplinary and interdisciplinary resources and organizational relationships including structure, function, and utilization of resources; Clinical Judgments and Behaviors: 4: Communicate accurately and completely and document responses of patients to prescription and nonprescription medications, treatments, and procedures to other health care professionals clearly and in a timely manner; 6a: Collaborate with other health care providers regarding treatments and procedures; 9: Use therapeutic communication skills when interacting with and maintaining relationships with patients and their families, and other professionals II: H. Coordinate human, information, and materiel resources in providing care for patients and their families. Knowledge: 3b: Promoting a safe environment; 5: Basic principles of management and communication within an organization; 6: Roles and responsibilities of members of the interdisciplinary health care team; *Member of the Health Care Team: IV: A. Coordinate, collaborate, and communicate with patients, their families, and the		Patient Centered Care Teamwork & Collaboration Safety Quality Improvement

interdisciplinary health care team to plan, deliver, and evaluate patient-centered care, Knowledge: 2: Patterns and processes of effective communication and collaboration, including assertiveness, negotiation, conflict resolution, and delegation, 3a: Principles of change, team management, and leadership; Clinical Judgments and Behaviors: 2a: Use strategies of cooperation, collaboration, and communication to plan, deliver, and evaluate interdisciplinary health care, IV: D. Communicate and collaborate in a timely manner with members of the interdisciplinary health care team to promote and maintain optimal health status of patients and their families, Knowledge: 1: Principles of communication theory with patients, families, and the interdisciplinary health care team, 2: Principles of management, decision-making, assertiveness, conflict management, communication, motivation, time management, delegation, and principles of change.	
<i>IM Student Learning Outcomes</i>	<i>NCLEX Test Plan</i>
2.Communication: Use effective communication skills in the care of the adult patient.	Safe & Effective Care Environment (collaboration with interdisciplinary team); Health Promotion & Maintenance (therapeutic communication)
<i>Concepts</i>	<i>Faculty</i>
<i>Communication</i>	Randall Stennett, DNP, RN-BC, CHSE
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Instructional Module 1 Learning Guide

Topic: TeamSTEPPS

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