COURSE NUMBER: Nursing 302 (Spring, 2013)

COURSE TITLE: Nurse Client Relationships: Cultural and Mental Health Concepts

Course Theme:

The nurse–client relationship in Hildegard E. Peplau’s Interpersonal Relations Model theory is essential to nursing practice. It is the nurse–client interaction that is toward enhancing the client's well-being, and the client may be an individual, a family, a group or a community. Peplau thought the basic element of the relationship is what goes on between the nurse and patient (Interpersonal Theory 5). The relationship depends on the interaction of thoughts, feelings, and actions of each person (5). The patient will experience better health when all their needs are fully considered in the relationship (Peplau, Interpersonal Relations 9).

Units: 3

PREREQUISITES: Nursing 202 and N206

COURSE COORDINATOR:
Dr. John M. Lantz
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Office Phone: (619) 594-5121
Email address: jlantz@mail.sdsu.edu (prefer to be contacted by email)
Office hours: Thursdays 2-4 pm and by appt.

COURSE DESCRIPTION:
This course examines nurse-client communication and application to clinical nursing practice. Origins of a variety of communication styles will be examined. Cultural and mental health concepts related to communication will be presented to allow students to collaborate with the patient and the health care team.

COURSE OVERVIEW
Basic to the practice of professional nursing is the effective use of the nurse-client relationship. This course is designed to provide the student with knowledge of the components of this relationship, which may be applied in work with clients in all professional settings. These include communication theory, requirements of the helping relationship (social vs. professional communication), cross-cultural considerations, observation and description of verbal and non-verbal skills in communication, interviewing techniques, grief and loss, and the application of
communication skills to individual and group relationships. Development of self-awareness is considered essential to effective use of the self in nurse-client relationships as well as providing a means for personal and professional growth for the student. The application of communication skills in a variety of professional situations affecting patient care directly and indirectly is also considered.

Overall, the course provides the student with the basic knowledge and skills in communication necessary to create effective professional relationships with clients and colleagues in any nursing practice setting.

**POLICY ON DISABILITIES:**
Students who need disability accommodation should provide documentation of their disability to Student Disability Services at 619-594-6473 (Calpulli Center, Suite 3101), and receive authorization for academic or clinical accommodations. After accommodations have been authorized by SDS, students are responsible for notifying faculty in advance of the need for accommodation. This can best be accomplished by making an appointment to meet privately with the faculty member early in the semester, or as soon as possible in the event that a disability is diagnosed during the course of the semester.

**Rights and Responsibilities as a Member of the Campus Community**

At San Diego State University, students are invited to be active members of the educational community. As with any community, its members serve a vital role in determining acceptable standards of conduct, which include:

- Academic conduct that reflects the highest level of honesty and integrity.
- Actions that are civil, courteous and respectful of all members of the campus community, their property, and the property of the University.
- Social behavior that encourages responsibility, and discourages the unlawful use of alcohol, illicit drugs and weapons.
- Group behavior that promotes mutual respect, equality and safety of its members, and opposes those acts that harass, intimidate or haze its members.

**COURSE OUTCOMES:** Upon completion of the course, the student will

1. Analyze the characteristics of the professional nurse-patient relationship.
   1.1 Describe the phases of the nurse-patient relationship.
   1.2 Differentiate between social and therapeutic (professional) relationships.
   1.3 Identify rights and responsibilities of nursing students including accountability, integrity, scope of nursing practice, and commitment to lifelong learning.
   1.4 Describe the value of therapeutic use of self and self-awareness.
   1.5 Understand the importance of caring and empathy in the
nurse-patient relationship.

2. Explore theoretical and evidenced based concepts of communication.
   2.1 Compare and contrast communication models.
   2.2 Explain verbal and non-verbal communication variables and their
effect on the delivery of nursing care including confirmation
and disconfirmation, proxemics, paralinguistics, kinesics, use of touch
and physical appearance.
   2.3 Describe the effect of environmental factors on delivery of nursing
care.
   2.4 Explain the importance of adapting communication methods to
patients with special needs.

3. Discuss the role of the nurse as patient advocate.
   3.1 Define and explain client advocacy, human diversity and caring.
   3.2 Describe the nurse’s responsibility for preserving human dignity,
patient autonomy, confidentiality and sense of hope.
   3.3 Explain ways of delivering culturally sensitive nursing care.

4. Utilize basic principles of interviewing.
   4.1 Identify principles of the interview process.
   4.2 Describe the functions of active listening and pseudo listening.
   4.3 Conduct a structured interview using appropriate therapeutic
techniques.
   4.4 Demonstrate self-monitoring techniques to critique an interview
with a patient.
   4.5 Explain examples of cultural sensitivity in the nurse-patient interview.

5. Analyze the concept of assertive behavior.
   5.1 Define and differentiate assertive, passive, aggressive and
passive-aggressive verbal and nonverbal communication.
   5.2 Demonstrate assertive verbal and nonverbal behaviors.

6. Apply basic principles of group process.
   6.1 Identify principles of group dynamics.
   6.2 Identify properties of effective group functioning.
   6.3 Identify styles of group leadership and membership.
   6.4 Describe patterns of interaction in small groups.
   6.5 Identify nursing practice situations requiring participation in
small group process.

7. Understand the concept of mental health
   7.1 Identify characteristics of the mentally healthy individual.
   7.2 Identify factors contributing to one’s self-concept.
8. Understand the grief process.
   8.1 Identify concepts of grief, mourning, loss, bereavement and end of life issues.
   8.2 Distinguish among anticipatory grief, normal grief, complicated grief and disenfranchised grief.
   8.3 Identify appropriate communication skills to assist patients and families in end of life issues.
   8.4 Identify personal experiences with death.
   8.5 Identify support systems nursing students can access to obtain support for the dying patient, family, and the nurse him/herself.

9. Identify socio-cultural variables of patients in relation to quality health
   9.1 Describe cultural influences of patients regarding gender roles, sexuality, family dynamics and communication.
   9.2 Describe cultural influences of patients regarding religion, health care beliefs and values.
   9.3 Explain the importance of monitoring one’s own verbal and nonverbal communication.
   9.4 Identify the influence of cultural beliefs on death and end of life care.

COURSE GRADING:

Methods of instruction include lecture/discussion, internet research, audio/visual offerings, group work and use of Blackboard. Individual participation in class discussion is required.

Evaluation:

   Exam 1 30%
   Exam 2 30%
   Group Culture Presentation 15%
   Term Paper 20%
   Participation 5%

Exams
Exams will be given in class using scantron sheets. You will need a scantron for the exams. Exams will be multiple choice questions. The Exam 2 (final exam) is not cumulative and test on content presented after the midterm.

Class Writing
A class writing assignment will be given. The major term paper will be based on a process recording that you will be required to write. The term paper will focus on a nursing concept and no more than 6 pages and must utilize at least 5 references. You will use APA as the required format and the paper must be turned in on the date due. If you turn in your paper late 5 points per day will be deducted.
Participation (various methods to evaluate including clicker)
Class attendance and active participation in the teaching/learning is what participation is about. It means you read your text prior to coming to class and be responsive to questions and discussion.
You are required to purchase an i>clicker remote to be used as one method to evaluate in-class participation this semester. i>clicker is a response system that allows you to answer questions posed during class. You will be graded on your feedback and/or your in-class participation. In order to receive this credit, you will need to register your i>clicker remote on our Blackboard course menu not the i>clinicaer company site. i> clicker will be used randomly in class. You are responsible for bringing your remote daily. Clicking for other students who cannot attend class is considered “cheating”.

The following are some suggestions about your i>clicker:
- Keep extra batteries available (two AA)
- Put your name on your clicker
- Cover the ID number with a piece of clear tape to protect it from rubbing off
- View the video showing how to register at [http://clicker.sdsu.edu/rebate.html](http://clicker.sdsu.edu/rebate.html)
- Check out i>clicker rebates available (see [http://clicker.sdsu.edu/rebate.html](http://clicker.sdsu.edu/rebate.html))
- REGISTER each semester.

Grades
The final grade will be computed according to the numerical scale listed below:

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<tr>
<th>PERCENT</th>
<th>GRADE</th>
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<tbody>
<tr>
<td>95-100%</td>
<td>A</td>
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<tr>
<td>90-94%</td>
<td>A-</td>
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<tr>
<td>87-89%</td>
<td>B+</td>
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<tr>
<td>83-86%</td>
<td>B</td>
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<td>80-82%</td>
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<td>60-62%</td>
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<td>&lt; 60%</td>
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Only whole numbers will be used for final grades. **There will be no rounding.**

REQUIRED MATERIALS

