



UNIVERSITY OF ALBERTA
Faculty of Nursing Undergraduate Programs
BScN COLLABORATIVE PROGRAM
Grande Prairie Regional College, Keyano College,
Red Deer College, University of Alberta



NURS 327
MENTAL HEALTH & WELLNESS IN NURSING
COURSE OUTLINE

**Note: students are expected to familiarize themselves with this course outline,
the BScN Program Student Handbook and Moodle site.**

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Calendar Statement

NURS 327 - Mental Health & Wellness in Nursing

★ 9 This course in mental health provides opportunities to acquire knowledge, skills, and attitudes to promote wellness, through safe, ethical nursing practice, in a variety of setting contexts. The focus will be mental well-being throughout the lifespan. Learning experiences will provide students an understanding of the mental health nursing process. Clinical hours listed are the total number of hours and will be offered over 8 weeks.

Note: Available only to nursing students in the Collaborative/Honors Program. Prerequisites: NURS 216, NURS 224 (or NURS 307), and NURS 225 (or NURS 308).

Course Hours

Lecture: 16hrs Lab: 16hrs Clinical: 192hrs over 8 weeks

Course Learning Outcomes

Upon completion of this course, the student will be able to:

- 1) Appreciate people from diverse backgrounds and a variety of communities.
- 2) Exhibit a commitment to social justice and health in its broadest sense.
- 3) Demonstrate a commitment to being an involved citizen in one's community/communities.
- 4) Appreciate one's own place in and deep connections to communities.
- 5) Recognize the connection between community engagement and one's membership in a healthcare profession.
- 6) Recognize the connection between membership in community/communities and health and well-being.
- 7) Apply theory related to key client safety concepts including communication, teamwork, environmental and human factors, safety risks and adverse events disclosed.
- 8) Articulate an understanding of theory related to client centered care and interdisciplinary practice.
- 9) Demonstrate competence in the assessment, planning, implementation and evaluation of nursing interventions in the provision of care to clients experiencing alterations in mental health.
- 10) Exhibit an understanding of legal and ethical issues relevant to the care of clients with alterations in mental health (i.e., issues of client rights, confidentiality, competency, autonomy).
- 11) Establish knowledge about the prevention of mental health problems.
- 12) Demonstrate knowledge of primary health care and health promotion in the context of mental health.
- 13) Demonstrate the ability to manage restoration, rehabilitation, and support activities for clients experiencing acute and chronic mental health alterations in a variety of community and/or acute care settings.

- 14) Apply professional and therapeutic communication skills to collaborate with clients across the lifespan experiencing chronic or less acute variances in mental health.
- 15) Demonstrate the ability to engage in evidence-based practice and integrate knowledge into clinical practice.

Course Instructor

<u>Name</u>	<u>Office number</u>	<u>Phone number</u>	<u>Email</u>
Kortnie MacDougall	CC187J	(780) 792-2686	Kortnie.MacDougall@keyano.ca
Adrianna Rudderham	CC187H	(780) 791-4812	Adrianna.Rudderham@keyano.ca

Note:

- Please allow 2 business days for a response. Include N327 in your subject line.
- Professional and respectful communication is expected.

Communication:

It is the students' responsibility to ensure that they check Moodle courses at minimum of twice daily, once in morning and evening. It is recommended to check Moodle more frequently. It is the students' responsibility to ensure thorough review of all resources and content on the Moodle course site. The instructors have placed many resources and documents to ensure the students' success in each course.

Instructors will communicate with the student group by announcements in the news forum on Moodle. Please ensure that you check this at least twice daily.

It is the students' responsibility to check their Keyano College email at minimum of twice daily, once in morning and again in evening. It is recommended to check email more frequently. Please note that the method to contact your instructor is email. Please allow a 48 hour minimum response time from your instructor on business days. Instructors will not be checking emails on evenings and weekends/holidays.

Online Course Information

Due to the pandemic, COVID-19, this course will be delivered in an online format. Instructors will deliver course material by utilizing different platforms that best suit the course. Online resources may include but are not limited to Microsoft Teams, ZOOM, Virtual Simulation, Adobe Connect, or Voice-Over PowerPoint Presentations. Courses will remain interactive throughout the semester and may include but are not limited to video lectures, forum discussions and virtual group projects. Evaluation criteria will be listed in each course syllabus.

It is the responsibility of the student to ensure access to these resources and participate in course content fully. If technical difficulties arise, it is the responsibility of the student to seek assistance and contact their instructor as soon as possible. Where possible, instructors will seek mutual resolution in the best interests of the class as a whole

Required Textbooks and Virtual Simulation Platform

(Note: Foundations textbooks will be used as references throughout the program. Please retain your copies as they will be required resources in future courses).

Townsend, M.C., & Morgan, K.I. (2018). *Psychiatric Mental Health Nursing: Concepts of Care in Evidence-Based Practice* (9th ed.). Philadelphia: F.A. Davis.

Required Resources

College and Association of Registered Nurses of Alberta. (2013). *Entry-to-practice competencies for the registered nurses profession*. Edmonton, AB: Author. Retrieved from http://www.nurses.ab.ca/content/dam/carna/pdfs/DocumentList/Standards/RN_EntryPracticeCompetencies_May2013.pdf

College and Association of Registered Nurses of Alberta (2010). *Ethical decision-making for registered nurses in Alberta: Guidelines and recommendations*. Edmonton: Author. Retrieved from http://www.nurses.ab.ca/content/dam/carna/pdfs/DocumentList/Guidelines/RN_EthicalDecisions_May2010.pdf

College and Association of Registered Nurses of Alberta. (2013). *Practice standards for regulated members with The Canadian Nurses Association code of ethics for registered nurses*. Edmonton: Author. Retrieved from http://www.nurses.ab.ca/content/dam/carna/pdfs/DocumentList/Standards/PracticeStandards_CNA_Ethics_2008.pdf

College and Association of Registered Nurses of Alberta. (2008). *Primary health care*. Edmonton, AB: Author. Retrieved from http://www.nurses.ab.ca/content/dam/carna/pdfs/DocumentList/Guidelines/PrimaryHealthCare_Sep2008.pdf

College and Association of Registered Nurses of Alberta. (2011). *Professional boundaries for registered nurses: Guidelines for the nurse-client relationship*. Edmonton, AB: Author. Retrieved from http://www.nurses.ab.ca/content/dam/carna/pdfs/DocumentList/Guidelines/RN_ProfessionalBoundaries_May2011.pdf

Faculty of Nursing, University of Alberta. (2017). *Graduate Competencies and Year-End Outcomes Condensed Version Rev. 2.0*. Retrieved from Moodle Nurse 001Skills/Resources/Policies/Surveys course.

Required supplies

Drug Guide of your choosing.

Elsevier Evolve online Platform with textbooks that are included.

An electronic device that is equipped with a reliable internet connection, video recording capabilities (i.e., a webcam) and a microphone.

Course Evaluation

Assignments/Course components	Dates	Weight	Course objectives no.
Medication Administration Proficiency Exam (MAPE)	October 18/21	Pass/Fail	Objective 7
Clinical Reflections	Weekly	Pass/Fail	All Objective
Midterm	October 22/21	25%	All Objective
Communication Analysis	TBD	25%	Objective 14
Final Exam	Exam Week	50%	All Objectives
Clinical Assessment Tool (CAT)	Dec 13/21	Pass/Fail	All Objectives

Assignment Descriptions

1. Medication Administration Proficiency Exam (MAPE) (Pass/Fail)

The purpose for the medication administration proficiency exam is to demonstrate proficiency providing safe medication administration in preparation for the clinical setting. Exam content from the Elsevier eBook Morris, D.C.G. and Brown, L.A.M. *Calculate with Confidence Canadian Edition*.

In preparation for the MAPE, students need to review the following Units 1 through 4.

Unit 1 (chapters 1 - 4): Math Review 1. Fractions 2. Decimals 3. Ratio and Proportion 4. Percentages. This unit is a great review of basic math skills.

Unit 2 (chapters 5 - 7): Systems of Measurement 5. Metric, Apothecary, Household and Other Systems 6. Converting Within and Between Systems 7. Additional Conversions Useful in the Health Care Setting.

Unit 3 (chapters 8 - 14): Methods of Administration and Calculation 8. Medication Administration 9. Understanding and Interpreting Medication Orders 10. Medication Administration Records and Drug Distribution Systems 11. Reading Medication Labels 12. Dosage Calculation Using the Ratio and Proportion Method 13. Dosage Calculation Using the Formula Method 14. Dosage Calculation Using the Dimensional Analysis Method

Unit 4 (chapters 15 - 18): Oral and Parenteral Dosage Forms and Insulin Calculations 15. Oral Medications 16. Parenteral Medications 17. Reconstitution of Solutions 18. Insulin

The MAPE is scheduled to be written on October 18, 2021 using online Evolve Elsevier. Students may use a basic calculator in the exam. The pass mark is 90% requiring students to

successfully complete 27/30 questions on the MAPE. Refer to course timetable for location. Any required changes in the time/room number will be communicated via Moodle. The MAPE will not be subject to accommodations; the exam will be written within the allotted 45 minute timeframe online and the use of Respondus and Lockdown Browser is mandatory.

Students who are unsuccessful will be given the opportunity to re-write the MAPE, which must be completed on October 22, 2021. If the student is unsuccessful in the MAPE write/re-write, the student can administer medications under direct supervision in the clinical setting until successful in the weekly subsequent re-writes of the MAPE, up to a maximum of 3 writes of the MAPE.

If the student is not able to successfully complete the MAPE in 3 attempts, the student will receive a D in the NURS 327 course. Being unsuccessful in writing the MAPE indicates that the student cannot safely calculate medication dosages which will then be reflected in the ENP as a clinical failure.

2. Clinical Reflections (Pass/Fail)

Weekly clinical reflection will occur at the end of each week of any clinical experience. The student may email their instructor the reflection no later than 0900 hours on Monday of the following clinical week.

Written reflection will be required as part of the weekly reflection and final ENP. Additional written reflection may be required by individual instructors based on student progress.

The reflections paper should follow APA 6.0 format. One reference is required. You will need a title page, an introduction, a body, and a conclusion. Your writing needs to be clear, concise, and succinct in delivery of your ideas.

Critical Self-Reflection

Identifying critical incidents as a student in nursing education facilitates the integration of theory and practice and can assist the student to foster reflection practice, along with personal and professional development. Instructors will evaluate how students have shown reflective practice by asking questions during pre-conferences, throughout the clinical shifts, during post-conferences, student weekly reflection and final evaluations.

Students are highly encouraged to critically reflect on their nursing practice throughout the course. Confidentiality MUST be maintained when describing a clinical incident. Reflections must be original work, any repeated work will be considered self-plagiarism.

***Please see the Reflection Resources section posted to Moodle for additional assistances.**

Recommended guidelines for Critical Self-Reflection (also known as Reflective Journaling):

- Describe in detail a significant experience that you had during your week. Include your thoughts, feelings, and perceptions.
- Reflect on the experience. Describe why this experience was important to you, and what factors (assessment, previously learned experiences, values, beliefs, stereotypes or biases) influences yours/someone else's decisions/actions/feelings.

- Evaluate your strengths and areas needing improvement in this situation. What were the strengths and areas for improvement for the other health care professionals involved? Explain why you think these were areas of strength or areas needing development. How the client/family was ultimately affected?
- Describe your significant learning. How does this impact your nursing practice?
- Describe what you would do differently/intestigate/maintain if a similar incident should occur in the future. Describr what you would teach someone else (i.e., peer) about this incident in order to improve nursing practice.
- Critical self-reflection must include evidence from the literature.

3. Midterm (25%)

A comprehensive 40 question invigilated midterm on contents of the theory portion of the course. Questions will be multiple choice. The use of Respondus and Lockdown Browser is mandatory if the exam is to be written off campus.

4. Communication Analysis (25%)

The purpose of this assignment is to study the application of therapeutic communication principles, both verbal and non-verbal and client repsonses. Using appropriate self-awareness, the student will assess the effectiveness of the communication that has transpired. This assignment occurs while the student is in the acute care psychiatry setting. See timetable for due dates for your respective group.

- Choose a significant real-life interaction involving your client. This interaction should consist of a meaning, **consecutive**, interactive dialogue involving **6 mutual exchanges** of conversation. These exchanges should be as close to “word for word” as possible and include any relevant body language as well as any other significant non-verbal forms of communication.
- Using the formate supplied in **Appendix B**, describe your analysis of the content of the interaction as well as the verbal and non-verbal communication. Be sure to include any relevant underlying dynamics and the importance of what is taking place. **Pay attention to the assignment marking guide for guidance in Appendix C.**
- The evaluation section should correctly identify the communication technique used for each response and document whether or not it was facilitative or blocking. In addition, if the technique was blocking (non-facilitative) the student should reflect on any alternative techniques/measures that might have made the communication process more therapeutically focused and document what they could have said to the client and identify that technique.

The formate for the assignment may be completed in columns as outlines in **Appendix B** and should be maximum **8 pages in length**. Please include a title page using APA 6.0 format. . Assignment to be submitted via Moodle.

5. Final Exam (50%)

A comprehensive 100 question invigilated examination on contents of the entire course. Questions will be multiple choice. The use of Respondus and Lockdown Browser is mandatory if the exam is to be written off campus.

6. Evaluation of Nursing Practice (ENP) (Pass/Fail)

Students' practice performance will be evaluated according to the criteria outlined in the Evaluation of Nursing Practice (ENP).

- This will be accomplished through observation, assessment, and evaluation of the student during nursing practice. Evaluations will be completed by the instructor and may be supplemented with input from peers, staff, clients, and other nursing faculty.
- Additionally, preparation and safe clinical knowledge will be assessed through nursing plan of care, as well as through the application of the nursing process (i.e., nursing diagnosis, goals, interventions, and evaluation of client care).
- Students are expected to be prepared for each clinical day by researching procedures, medical conditions, medications, etc., prior to providing client care. Required psychomotor skills may also need to be reviewed prior to the clinical experience.
- Students should be prepared to discuss their client plan of care (including the client priority needs, nursing diagnoses, goals, interventions, medications, client teaching plan) with the instructor during pre-conference and during clinical time.

If a student is not adequately prepared for clinical to deliver safe, knowledgeable and ethical care to assigned client(s), the instructor may request that the student leave the unit. Being adequately prepared also includes having a plan of care that encompasses the delivery of safe care to assigned client(s).

Students are expected to pass all ten components of the ENP in order to pass the course. If you do not pass all criteria on the ENP, it constitutes a clinical failure, as the student has then shown unsafe, unprofessional or unethical nursing practice.

Students who demonstrate unsatisfactory clinical performance, indicative of clinical failure, will be informed immediately by the instructor. To facilitate progress for the student with unsatisfactory performance, a learning plan will be developed by the instructor with input by the student within 24 hours after being advised of unsatisfactory performance. Students who do not meet the required learning outcomes will receive a failing course grade.

Using LockDown Browser and Respondus for Online Exams

This course requires the use of LockDown Browser for online exams. Watch this [short video](#) to get a basic understanding of LockDown Browser and the optional webcam feature (which may be required for some exams).

Then download and install LockDown Browser from this link:

<https://ilearn.keyano.ca/course/view.php?id=28874#section-7>

To take an online test, start LockDown Browser and navigate to the exam. (You won't be able to access the exam with a standard web browser.) For additional details on using LockDown Browser, review this Student Quick Start Guide (PDF)

Finally, when taking an online exam, follow these guidelines:

- Select a location where you won't be interrupted
- Before starting the test, know how much time is available for it, and that you've allotted sufficient time to complete it
- Turn off all mobile devices, phones, etc. and don't have them within reach
- Clear your area of all external materials — books, papers, other computers, or devices
- Remain at your desk or workstation for the duration of the test
- LockDown Browser will prevent you from accessing other websites or applications; you will be unable to exit the test until all questions are completed and submitted
- Do not click on any links that may appear in questions as it will terminate the exam.

Performance Requirements

Clinical Practice

Students must demonstrate safe, knowledgeable, ethical nursing practice, professional behavior, and complete the specified learning experiences and assignments.

A scheduled nursing practice experience in the clinical setting will include a rotation on the Acute Care Inpatient Psychiatry Unit and a rotation through a Community Agency.

- Acute Care Inpatient Psychiatry - The focus of this experience will be basic nursing care, mental status assessment, health assessment, communication, and medication administration.
- Community Agency - The focus of this experience will be communication, health teaching, and prevention of mental health issues and promotion of mental health.

Clinical rotations may include eight, ten or twelve hour day shifts each week and client review will take place prior to the scheduled inpatient shift. Please see timetable for dates and times.

1. Client review will prepare the student to provide safe, knowledgeable, ethical care and is essential to successful completion of this course.
2. Complete client review on assigned client(s) should include a concept map, detailed plan of care consisting of nursing diagnoses, goals, interventions and rationale for interventions. If care for a client for more than one day, update client information/assessment and nursing care plan on each successive day with the client. Concept maps and plan of care for clients are to be submitted to the instructor for review following pre-conferences.

3. Perform initial and ongoing assessments on all assigned clients.
4. Document client care in a draft form for review by the instructor prior to documenting in the client's chart.

If a student is absent from the clinical setting due to illness or other reasons the following must occur:

- The student will contact their assigned unit;
- The student will contact the Nursing Office at (780) 791-4889 and leave a message;
- The individual instructor will advise students on instructor contact preference;
- The instructor may advise the student to contact the Keyano College Nurse at (780) 791-4808.

Students not following these requirements will be considered absent without leave and abandoning their clients. This may result in clinical failure.

Student Responsibilities

It is your responsibility as a student to contact the Office of the Registrar to complete the forms for Withdrawal or Change of Registration, and any other forms. Please refer to the list of important dates as noted in the Academic Schedule in the Keyano College credit calendar (www.keyano.ca/creditcalendar).

The Keyano College credit calendar also has information about Student Rights and Code of Conduct. It is the responsibility of each student to be aware of the guidelines outlined in the Student Rights and Code of Conduct Policies.

Student Attendance

Class attendance is useful for two reasons. First, class attendance maximizes a student's learning experience. Second, attending class is a good way to keep informed of matters relating to the administration of the course (e.g., the timing of assignments and exams). Ultimately, you are responsible for your own learning and performance in this course.

It is the responsibility of each student to be prepared for all classes. Students who miss classes are responsible for the material covered in those classes and for ensuring that they are prepared for the next class, including the completion of any assignments and notes that may be due.

Academic Misconduct

Students are considered to be responsible adults and should adhere to principles of intellectual integrity. Intellectual dishonesty may take many forms, such as:

- Plagiarism or the submission of another person's work as one's own;
- The use of unauthorized aids in assignments or examinations (cheating);
- Collusion or the unauthorized collaboration with others in preparing work;
- The deliberate misrepresentation of qualifications;
- The willful distortion of results or data;
- Substitution in an examination by another person;
- Handing in the same unchanged work as submitted for another assignment; and
- Breach of confidentiality.

The consequences for academic misconduct range from a verbal reprimand to expulsion from the College. More specific descriptions and details are found in the Student Rights and Code of Conduct section of the Keyano College credit calendar. It is the responsibility of each student to be aware of the guidelines outlined in the Student Rights and Code of Conduct Policies.

In order to ensure your understanding of the concept of plagiarism, you must successfully complete the online tutorial found on ilearn.keyano.ca. Then print the certificate, sign it, and show it to each of your instructors. Your course work will not be graded until you show this signed certificate.

Late Assignments

All assignments are to be submitted as indicated in the syllabus and timetable. Extensions on assignments may be granted; however, must be negotiated with the instructor prior to the due date and with a date specified for late submissions. Assignments not submitted on the day and time specified will incur a 5% deduction per day including weekends. This will be applied each day until the assignment is received by the instructor. Students can submit assignments by e-mail on weekends, but must provide a paper copy on the first day following the weekend

Specialized Supports

The Student Services department is committed to Keyano students and their academic success. There are a variety of student supports available at Keyano College during the Spring Session. Due to the continuing situation with the Covid-19 pandemic, the offered support services will be implemented differently this semester by being provided virtually.

All student services are available during Keyano business hours: Monday to Friday, 8h30-16h30.

Accessibility Services

This provides individual and group learning strategy instruction for all students. Meet with a Learning Strategist to learn studying and test-taking strategies for online classes.

Students with documented disabilities, or who suspect a disability, can meet with a Learning Strategist to discuss their current learning barriers and possible accommodations. Students who have accessed accommodations in the past are encouraged to contact us to request them for the semester. Please note that requesting accommodations is a process and requires time to arrange. Contact us as soon as you know you may require accommodations. For accessibility services supports and to book a virtual appointment, please contact accessibility.services@keyano.ca.

Wellness Services

This offers a caring, inclusive, and respectful environment where students can access free group and individual support to meet academic and life challenges. Mental Health Coordinators offer a safe and confidential environment to seek help with personal concerns. All individual appointments will continue virtually.

Wellness Service welcomes students to participate in any of the virtual group sessions offered throughout the academic year addressing topics including mindfulness and test anxiety.

Individual virtual appointments can be made by emailing wellness.services@keyano.ca. If you require mental health supports outside of business hours, please contact 211 from anywhere in Alberta to receive information about community supports.

Library Services

This provides students with research and information supports as they engage in their studies. Although the Keyano Library is physically closed, we remain open online. Library staff are available to support you virtually during the spring semester. For library service supports and inquiries, please email askthelibrary@keyano.ca.

Individual support with the Information Librarian will be provided virtually. Appointments can be requested by email or by placing a Book a Librarian request using the following online form: <https://forms.keyano.ca/Library/Virtual-Book-A-Librarian>.

Research and Subject Guides are helpful resources when conducting research or addressing your information needs. To view a subject or course specific guide, use the following [Subject Guides](http://keyano.beta.libguides.com/?b=g&d=a) link: <http://keyano.beta.libguides.com/?b=g&d=a>. To access additional research resources, including Citation Guides (APA, MLA, Chicago, or IEEE), go to the Research Help Library page: <https://www.keyano.ca/en/student-services/research-help.aspx>

For the most up to date information relating to the Library, please view the Library Closure Information box on the [Keyano Library homepage](http://www.keyano.ca/en/student-services/library-closure-information.aspx) or by going directly to this page: <https://www.keyano.ca/en/student-services/library-closure-information.aspx>

Tutoring Supports

For tutoring supports and assistance with course content, please contact your instructor during office hours or by appointment. In addition, we invite you to meet virtually with a Learning Strategist to ensure that you have a study system that works for your learning needs. Learning Strategists can help you maximize instructor office hour time.

Please watch your Keyano email for workshop announcements from our Student Services team.

Final grades

The assignments are marked as raw scores according to the percentage weight assigned to each. The marks on course assignments will contribute to the overall letter grade according to the percentage that each assignment is weighted in the course. At the end of the course, all assignment scores are totaled for a term summary mark in the course based on the grading scale below. The FINAL COURSE GRADE is based on the cumulative total of individual student's weighted assignment marks.

Grading rubric is located in **Appendix A**.

Deferred Final Exams

A student who has missed a final exam because of incapacitating mental and/or physical illness, severe domestic affliction or for circumstances as described in Keyano College's Examination Policy in the Credit Calendar. Students are required to follow the process outlined in the policy should they wish to apply for a deferred exam.

Policy Statement

The course outline acts as an agreement between the student and the instructor of this class regarding the details of the course.

Keyano College is committed to the highest standards of academic integrity and honesty. Students are expected to be familiar with these standards regarding academic honesty and to uphold the policies of the College in this respect. Students are particularly urged to familiarize themselves with the provisions of the Academic Policies and Student Rights and Code of Conduct and avoid any behavior which could potentially result in suspicions of cheating, plagiarism, misrepresentation of facts and/or participation in an offence. Academic dishonesty is a serious offence and can result in suspension or expulsion from the College.

Audio or video recording, digital or otherwise, of lectures, labs, seminars or any other teaching environment by students is allowed only with the prior written consent of the instructor or as a part of an approved accommodation plan. Student or instructor content, digital or otherwise, created and/or used within the context of the course is to be used solely for personal study, and is not to be used or distributed for any other purpose without prior written consent from the content author(s).

Students wishing to proceed in the Nursing program must achieve a grade of at least C+ in the foundational Nursing courses. Policy regarding the foundational course minimum pass can be found in the Keyano College Credit Calendar.

Please refer to the Nursing Program Student Handbook for specific Nursing Program Policies, including, attendance, examinations, withdrawal dates for classes, and plagiarism.

Refer to Keyano College Calendar for Student Rights and Responsibilities, Misconduct and Discipline, and Student Appeal Procedure.

Please refer to the Student Handbook and review the Student Code of Conduct Policy (Policy 110.0), Student Rights Policy (Policy 111.0) and Student Code of Conduct Procedure (110.1). It is expected that you will review and be aware of expectations relative to student rights, responsibilities and behavior.

APPENDIX A

Keyano College Percentage – Alpha Grading System

Descriptor	Percentage Scale	Alpha Scale
Excellent	96-100	A+
	90-95	A
	85-89	A-
Good	80-84	B+
	76-79	B
	72-75	B-
Satisfactory	68-71	C+
	64-67	C
Minimum Pass	60-63	C-
Poor	55-59	D+
	50-54	D
Failure	0-49	F

APPENDIX B
COMMUNICATION ANALYSIS WORKSHEET

Client's Initials: _____

Student's Name: _____

Date: _____

Background Information:

Goal or Purpose:

Client's Verbal Statement and Non-verbal behavior	Client Message (Thoughts)	Client Feeling (Feelings)	Nurse's Thoughts	Nurse's Feelings	Nursing Response	Evaluation
<p>This column should include:</p> <p><u>Verbal Behavior:</u></p> <p>What the client said including tone of voice.</p> <p><u>Nonverbal Behavior</u> i.e., the client's actions, facial expressions, mannerisms, and posture changes</p>	<p>Your interpretation of what the client said</p>	<p>Identify underlying feelings as well as those expressed</p>	<p>Demonstrate how you attempt to understand client experience</p>	<p>Identify own feelings in response to client behavior</p>	<p>Accurately documents own statements and describes own nonverbals objectively, critically, and thoroughly</p>	<p>What technique did you use?</p> <p>Was it effective in promoting client:</p> <ul style="list-style-type: none"> • Self exploration • Understanding • Action <p>What alternative response might you have used?</p>

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Appendix C

Communication Analysis Assignment Marking Guide

Key Content	Points:	5	3	1	0
Client background information					
Organized data according to five variables:					
• Presenting factors		Excellent	Satisfactory	Minimal	None
• Precipitating factors		Excellent	Satisfactory	Minimal	None
• Perpetuating factors		Excellent	Satisfactory	Minimal	None
• Predisposing factors		Excellent	Satisfactory	Minimal	None
• Protective factors		Excellent	Satisfactory	Minimal	None
					<i>/25</i>

Comments:

Setting, Contextual Variables, Purpose

Clearly describes setting in which interaction took place	Excellent	Satisfactory	Minimal	None
Describes any variables in the environment and demonstrates understanding in communication	Excellent	Satisfactory	Minimal	None
States the goal or purpose of the client focused interaction	Excellent	Satisfactory	Minimal	None
				<i>/15</i>

Comments:

Key Content

Points: 5 3 1 0

Documented interaction of 6 exchanges

Clients verbal statements and non-verbal behavior	Excellent	Satisfactory	Minimal	None
Clients message, student’s interpretation of what client said	Excellent	Satisfactory	Minimal	None
Identify underlying client feelings	Excellent	Satisfactory	Minimal	None
Nurse’s thoughts about the client statement	Excellent	Satisfactory	Minimal	None
Identifies own feelings in response to clients words	Excellent	Satisfactory	Minimal	None
Nurse’s verbal statement and non-verbal behavior	Excellent	Satisfactory	Minimal	None

/25

Comments:

Nursing Evaluation

Wrote evaluation for each nurse’s response, with technique identified, if effective or not and gives an alternative response if ineffective	Excellent	Satisfactory	Minimal	None
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/10

Comments:

Total

/75

5 – Excellent work, comprehensive information or analysis included, great attention to detail throughout	1 – Minimal required information included, incomplete work
3 – Satisfactory work, most required information included at an adequate level	0 – Required information not identifiable