

ODESSA COLLEGE ASSOCIATE DEGREE NURSING PROGRAM

SYLLABUS RNSG 2121

Fall 2011

COURSE TITLE:	MANAGEMENT OF CLIENT CARE
TOTAL COURSE HOURS:	1 credit hour, 2 contact hours weekly, 8 week course
PLACEMENT:	Fourth semester of Nursing Program (Day Option: offered twice per semester each section; Evening Option: two sections offered every semester per section.)
PREREQUISITES:	RNSG 2201, RNSG2208, RNSG 2260, RNSG 2261, OR CONSENT OF DEPARTMENT
CO-REQUISITES:	RNSG 2163, PHED 1100, AND THE HUMANITIES REQUIREMENT
LICENSING/CERTIFICATION AGENCY:	TEXAS BOARD OF NURSES
FACULTY:	Mary Kipple MSN, RN Office Phone: 432-335-6556 Office Number CT 226B Mobile: 432-528-4328
COURSE DESCRIPTION:	Exploration of leadership and management principles applicable in the role of the nurse as a provider of care, and member of a profession. Includes application of knowledge, judgment, skills, and professional values within a legal/ethical framework. (SCANS 1, 2, 4, 5, 6, 7, 9, 10)
LEARNING OUTCOMES:	Construct, prioritize and evaluate the health care delivery of clients and their families, by utilizing a systemic problem-solving process and critical thinking in addressing disease prevention and health promotion tools within a collaborative, ethical, and legal framework.
COURSE OBJECTIVES:	Course objectives utilize the framework of Differentiated Entry Level Competencies of Graduates of Texas Nursing Programs. Upon completion of the course, the student will be able to: (PO=Corresponding Program Outcome).

As Provider of Care:

1. Use critical thinking to analyze the nurse's role and responsibilities in client care according to current trends and literature. (PO 3, 7)

- a. Compare and contrast the roles of the nurse and interdisciplinary team members.
- b. Analyze issues and trends in the current health care system.
- c. Evaluate effective delegation strategies appropriate for use by registered professional nurses in clinical environments.

As Coordinator of Care:

1. Discern mechanisms to provide human and material resources for the provision of care for multiple clients. (PO 8)
2. Formulate management strategies to plan and deliver care within the scope of practice for a registered nurse. (PO 3, 9)
 - a. Identify collaborative care systems to improve and monitor client care.
 - b. Incorporate ways to address conflict resolution.

As Member of Profession:

1. Analyze how political arenas (government, workplace, professional organizations, and community shape health care delivery. (PO 11, 13, 14)
 - a. Critique the Nursing Practice Act for the State of Texas
 - b. Summarize the professional nursing organizations, their purposes and goals.
 - c. Interpret the licensing requirements and continuing education requirements for nurses licensed in Texas.
2. Examine issues of accountability, advocacy, and responsibility for the quality of nursing care provided to clients. (PO 12, 13)
 - a. Interpret the roles and characteristics of the nurse as a leader.
 - b. Integrate the role of caring, competent nurse functioning in a multi-dimensional environment.
 - c. Use critical-thinking to address issues of public safety and welfare.
3. Participate in activities that promote the development and practice of professional nursing within a legal and ethical framework. (PO 14)

TEACHING/LEARNING METHODS UNIQUE TO THE COURSE: A variety of course assignments are required. Written assignments, tests, quizzes, case studies and group presentations will be completed during the course. Computer skills and literature searches are required.

EVALUATION AND GRADING: The grading policy for the Associate Degree Nursing Program is followed. No assignments or tests are optional. RNSG 2121 and RNSG 2163 must be satisfactorily completed in order to receive credit for the course.

Work turned in later than the end of the class period on the due date will be considered late. Assignments turned in late will be deducted 10 points from grade for each calendar

day late, unless prior arrangements are made with instructor.

Alternatively, students may email their work to: mkipple@odessa.edu assignments sent via e-mail must be sent before the end of the class period on the due date according to the e-mail date and time assigned by the server, or they will be considered late. Assignments submitted by e-mail must be in the form of an attachment in Microsoft Word format as a .doc file. Attachments sent in any other format (e.g. .docx, .wps, .pdf) will not be accepted and will be penalized 10 points from grade for each calendar day late until it the assignment is submitted in the correct format.

Class assignments may be turned in early. If a student wishes to make changes to an assignment that has been turned in early, he/she may request for the assignment to be returned without penalty, but the assignment must be re-submitted before the end of the class period on the due date or it will be considered late. Any work turned in early will not be graded until the due date.

All written assignments must be in a folder with the student's name on the folder. All written assignments must be typed or computer generated. Any sources used for written work must be acknowledged with a reference page. Failure to acknowledge sources used will result in a 10 point deduction from the assignment.

Students in Management of Client Care will take ATI Leadership Practice Exam. Students may take the practice exam twice (and only twice for a grade). The highest grade will count towards the ATI practice exam grade. An ATI proctored exam will be given near the end of the semester. Students who do not receive Level II Proficiency on the first Proctored Exam should remediate by studying tutorials and any other information available to assist the student in receiving a Level II Proficiency on the program Comprehensive Exam. Students who receive a Level II Proficiency on the proctored exam will have their score multiplied by five percent (10%) and added to the final exam grade. Students who do not receive a Level II Proficiency will not receive any additional points.

Mobile phones, or any other communication device (e.g. pagers, iPods, MP3 players) must be turned off during class. Students who use of mobile phones during class will

be asked to leave class. Any use of mobile phones, recording devices, electronic readers, or scanning technologies or other communication device during an exam or quiz will result in a score of zero (0) for that exam.

Components of student evaluation include the following:

ATI Proctored Exam	10%
Prioritization Questions	10%
Change Project	10%
Group Presentation	15%
Cover Letter	10%
Resume	15%
Final Exam	<u>30%</u>
Total	100%

TOPICAL OUTLINE:

Unit I	Orientation to Course and clinical Environment for Nursing Leadership Health Care Costs Managed Care The Nursing Shortage Priorities for Health Care
Unit II	Prioritization Patients Delegation
Unit III	Managing Change Change Theory Change Strategies Response to Change Evaluating Change Leadership styles and behaviors
Unit IV	Communication Communication Concepts Team Building Conflict Resolution Crucial Conversations Decision Making

Unit V Professional Resume' Writing and Job Seeking Skills

Unit VI Professional Nursing
Licensure
CE credits
Whistleblowing
TPAPN

UNIT OBJECTIVES (Course Objectives 1-6): Upon completion of this course, the student should be able to:

Environment for Nursing Leadership

1. Discuss the implications for client care with changing state and federal reimbursement.
2. Discuss how managed care effects how clients enter and move through the health care system.
3. Discuss the role of preventative care in the managed care system.
4. Discuss how decreased lengths of stay directly affect healthcare finances
5. Identify the role of the various regulatory bodies in promoting safe and effective care in the United States.
6. Identify the effects of the nursing shortage on the health care environment and solutions for maintaining high quality care in a nursing shortage.

Prioritization

1. Incorporates the nine essential components for safe delegation.
2. Define differences between delegation, supervision, and assignment.
3. Identify the scope of practice for an RN, LPN/LVN, and UAP.
4. Utilize the decision making trees to delegate care.
5. Ranks patient care to correct priority.
6. Incorporates human and material resources to assist in care.

Leadership Theory/Managing Change

1. Integrate the process of change into professional career.
2. Differentiate strengths and weaknesses between leadership styles.
3. Implements principles of team management and leadership into own practice.

Communication/Conflict Resolution

1. Discuss strategies for successful teambuilding.
2. Practice conflict resolution.
3. Adapts to various communication styles
4. Construct e-mail communication effectively and within legal parameters.
5. Discuss strategies for managing difficult communication.

Cover letter/resume'/job etiquette

1. Write a cover letter and resume' commiserate with education.
2. Explore traditional and non-traditional nursing jobs.
3. Initiates networking skills.

Professional Nursing

1. Identify the requirements for continued RN licensure by the State of Texas.
2. Discuss whistleblowing as it pertains to the RN.
3. Identify nurses who are eligible for TPAPN.
4. Identify the role of TPAPN.

REQUIRED TEXTBOOKS:

Mary Ellen Grohar-Murray & Joanne Langan. *Leadership and Management in Nursing 4th ed.* Pearson

Linda A. LaCharity, Candice K. Kumagai, and Barbara Bartz. *Prioritization, Delegation, & Assignment: Practice Exercises for Medical-Surgical Nursing.* Mosby Elsevier

COURSE CALENDAR:

Class time Mondays 1:00pm-3:50pm (traditional students)

Week 1

Required Readings: Grohar-Murray & Langan text—Ch. 1
Orientation to Course
Environment for Nursing Leadership

Week 2

Required Readings: LaCharity, Kumagai & Bartz text—
Inside front cover & Part I. Grohar-Murray & Langan text—
Chapt. 8
Prioritization
Group Project Topic Due

Week 3

Required Reading: Grohar-Murray & Lanham Text Ch. 2,
7 & 13. Be prepared to discuss Appendices A-D p.44-48
Leadership Theory
Managing Change
Prioritization Questions, part A due

Week 4

Required readings: Grohar-Murray & Lanham Text Ch.
3&4
Communication
Conflict Resolution
Prioritization Questions, part B due

Week 5

Cover letter, Resume, Interview, Thank You, and
Networking Skills

Discussion regarding appropriate interview attire. Students are encouraged to wear interview attire for this class.

Change Project Due

Week 6

Professional Nursing

Resume and Cover Letter Due

Week 7

Group Presentations due

ATI Proctored Exam

Week 8

ATI Proctored Exam corrections due by 1pm

FINAL EXAMINATION. Please bring *large* red Scantron sheet and a number 2 pencil.

VOCATIONAL REHABILITATION ACT AND AMERICANS WITH DISABILITIES ACT STATEMENT:

Odessa College complies with Section 504 of the Vocational Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990. If the student has any special needs or issues pertaining to access to and participation in any class at Odessa College, please contact Becky Rivera-Weiss in the Office of Disability Services at 432-335-6861 to request assistance and accommodations.

Nursing students with a disability who request reasonable accommodations should meet with the Program Director no later than the first week of classes. Reasonable accommodations will be provided as authorized by the Office of Disability Services as long as the ability to meet course requirements is not compromised. Nursing faculty provide no accommodations without authorization. It is the student's responsibility to be a self-advocate when requesting accommodations. The student will need to meet with each course instructor at the beginning of class to discuss the particular accommodation needed. Documentation of special needs will be maintained in the student's file.

Approved: 6/05; 7/09

RNSG 2121 Course Contract

I, _____(print name), have read and understand the syllabus for RNSG 2121.

I understand that all assignments are due by the end of class on the due date. I understand that for each calendar day the assignment is late 10 points will be deducted from the assignment grade.

I understand that all sources used in written work must be acknowledged using a reference page. Failure to do so will be considered plagiarism and will result in a 10 point deduction from my grade for the assignment.

I understand that all assignments and tests are required.

_____(Signature)

_____(Date)