Course Syllabus

Department	: Nursing Science
Course Title	: Management of Client Care
Section Name	: RNSG_2121_1ST
Start Date	: 08/23/2010
End Date	: 10/15/2010
Modality	: WEB-ENHANCED
	1credit hour, 2 contact hours weekly Class Time: Mondays 9:00am-11:00am
Credits	:

LICENSING/CERTIFICATION AGENCY: TEXAS BOARD OF NURSES

Instructor Information

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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.

Prerequisites/Corequisites

PREREQUISITES:	RNSG 2201, RNSG2208,RNSG 2260, RNSG 2261, OR CONSENT OF DEPARTMENT
CO-REQUISITES:	RNSG 2163, PHED 1100, AND THE HUMANITIESREQUIREMENT

SCANS1, 2, 4, 5, 6, 7, 9, 10

Course Objectives

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. (PO3, 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. (PO11, 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)

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.

Required Readings/Materials

a)You must purchase the following *required* readings/materials:

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 Drug Handbook purchased earlier in the program Laboratory

And Diagnostic Handbook purchased earlier in the program

Various care planning resources purchased earlier in the program

Course Requirements (Lectures, Assignments and Assessments)

TEACHING/LEARNINGMETHODS 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.

TOPICALOUTLINE: Unit I   Orientation to Course

Environment for Nursing Leadership

HealthCare Cost

Managed Care

The Nursing Shortage

Priorities for Health Care

Unit II   Prioritization

Patients

Groups of Patients

Time

Delegation

Boundary Violations

Unit III Leadership Theory

     Definition

     Process Model

     Managing Change

     Change Theory

     Change Strategies

     Response to Change

     Evaluating Change

Unit IV Communication

     Communication Concepts

     Team Building

     Conflict Resolution

     Crucial Conversations

     Decision Making

Unit V Professional Resume Writing and Job Seeking Skills

Unit VI Managing Resources

     Staff

     Time

     Budget

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 requirements for continued RN licensure by the State of Texas

    7. Identify the effects of the nursing shortage on the health care environment and solutions for maintaining high quality care in a nursing shortage.

Prioritization/Boundary Violations

    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 tress to delegate care.

    5. Ranks patient care to correct priority.

    6. Incorporates human and material resources to assist in care.

    7. Discuss the legal and ethical implication of practice boundary violations.

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.

Managing Resources

1. Discuss the legal and ethical issues of resource management.

2. Discuss importance of managing time effectively.

3. Explore staffing options in various clinical scenarios.

4. Discuss the roles of regulatory organizations in managing resources.

Week 1

Topic/Overview: Environment for Nursing Leadership

Summary of Week 1 Assignments & Activities

Item(Name)	Type	Description	Due
Unit I	*Required Readings:* *Grohar-Murray & Langan text?Ch. 1*	Orientation to Course Environment for	8/23/10
Unit I	*Case Study*	**Chapter 1 Case Studies p 17-18 Grohar-Murray & Lanham Text**	8/30/10
Unit I	Group Presentation	Group Presentation Topic due	8/30/10

Week 2

Topic/Overview: This week focuses on

Summary of Week 1 Assignments & Activities

Item(Name)	Type	Description	Due
Unit II	*Required Readings: LaCharity, Kumagi & Bartz tex Inside front cover & Part I* *Article: Maintenance of professional boundaries critical when deali*	Prioritization	*8/30/10*

		ng with patient financial affairs from Texas BON bulletin: http://www.bne.state.tx.us/about/pdfs/jan08.pdf Bounda		

		ry Vi ola tio ns Ha nd out	
Unit II	Priorization Questions	Prioritization Questions Part I	9/8

Week 3

Topic/Overview: This week focuses on

Summary of Week 1 Assignments & Activities

Item(Name)	Type	Description
Unit III--Web enhanced class materials this week due to labor day holiday	*Required Reading: Grohar-Murray & Lanham Text Ch.2 &13, Be prepared to discuss Appendices A-D p.44-48 PowerPoint for unit III on Blackboard*	Leadership Theory ManagingChange
Unit III	**Case Studies**	**Chapter 2 266-267 G text**

	Type	Description
Unit IV	*Required readings: Crucial Conversation Handout.Grohar-Murray & Lanham Text Ch. 3&4*	Communica Conflict Resolution
Unit IV	*Quiz*	*Quiz over unit I-III content*
Unit IV	Case Studies	**Chapter 3&4 Case Studies Grohar-Murray &Lanham text p. 72-73, 96-97 due**

Week 5

Topic/Overview: This week focuses on

Summary of Week 1 Assignments & Activities

Item(Name)	Type	Description	Due
Unit V	Cover letter, Resume, Interview, Thank You, and Networking Skills	*Discussion regarding finding and obtaining employment post graduation*	*9/20*
Unit V	Resume & Cover letter	*Resume & Cover letter*	*9/27*
	Prioritization Questions	Prioritization Questions Part II	9/27

Week 6

Topic/Overview: This week focuses on

Summary of Week 1 Assignments & Activities

Item	Type	Description	Due
Unit VI	*Required ings:*	Managing Resources	*9/27*
Unit VI	*Quiz*	*Unit I-V content*	*9/27*
Unit VI	Case Studies	**Chapter 14 & 15 Case Studies Grohar-Murray& Lanham**	10/4

		text p. 282-283, 294-295 due	
	Exam	ATI Practice Exam	10/4

Week 7

Topic/Overview: This week focuses on

Summary of Week 1 Assignments & Activities

Item(Name)	Type	Description	Due
	Group Presentation	*Group Presentation*	*10/4*

Week 8

Topic/Overview: This week focuses on

Summary of Week 1 Assignments & Activities

Item(Name)	Type	Description	Due
	Final Exam		10/11
	ATI Proctored Exam		*10/11*

Grading Policy

Thegrading 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: http://blackboard.odessa.edu/@@767E69FE67D5B7D202D724C78AE7B017/courses/1/RNSG2121.mkipple/content/_295349_1/ccates@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 Management Practice Exams I &II. Students may take each practice exam twice (and only twice for a grade). The highest grade on each exam 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 (5%) 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:

Quizzes (2total)   20%

ATI Practice Exams   10%

Prioritization Questions   10%

Case Studies   15%

Group Presentation   10%

Resume & Cover Letter   10%

Final Exam   <u>25%</u>

Total 100%

Percentage %	Grade
90-100	A
80-89.99	B
75-79.99	C
60-74.99	D
<59.99	F

Special Needs

Odessa College complies with Section 504 of the Vocational Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990. If you have any special needs or issues pertaining to your access to and participation in this or any other class at Odessa College, please feel free to contact me to discuss your concerns. You may also call the Office of Disability services at 432-335-6861 to request assistance and accommodations.

Learning Resource Center (Library)

The Library, known as the [Learning Resources Center](#), provides research assistance via the [LRC's catalog (print books, videos, e-books)](#) and [databases (journal and magazine articles)](#). [Research guides](#) covering specific subject areas, [tutorials,](#) and the ["Ask a Librarian "](#) service provide additional help.

Student E-mail

Please access your Odessa College Student E-mail, by following the link to either set up or update your account: http://www.odessa.edu/gmail/. **All assignments or correspondence will be submitted using your Odessa College email.**

Student Portal

Please access your [Odessa College Student E-mail,](http://www.odessa.edu/gmail/) by following the link to either set up or update your account: http://www.odessa.edu/gmail/. **All assignments or correspondence will be submitted using your Odessa College email.**

Technical Support

For Blackboard username and password help and for help accessing your online course availability and student email account contact the Student Success Center at 432-335-6878 or online at https://www.odessa.edu/dept/ssc/helpdesk_form.htm.

Important School Policies

For information regarding student support services, academic dishonesty, disciplinary actions, special accommodations, or student's and instructors' right to academic freedom can be found in the Odessa College Student Handbook.