

DEPARTMENT OF NURSING
NUR 4542
Competencies For Patient Centered Care II
Fall 2024

SEMESTER HOURS: Five (5) Semester Credit Hours

CONTACT HOURS: A minimum of 20 Contact Hours per Week

CLINICAL HOURS: Five (5) Credit Hours

PREREQUISITES: Successful completion of all Previously Assigned Courses

FACULTY INFORMATION:

Name: Dr. Veronica Arredondo

Contact Information: veronica.arredondo@sulross.edu 432-978-7814

Office Hours:

Hours available via e-mail: 8am to 9pm Monday through Friday.

Hours available on campus: By appointment

Hours available via phone office/home/cell: 8am
to 9pm

Phone number(s): 432-978-7814

University e-mail: veronica.arredondo@sulross.edu

COURSE DESCRIPTION:

This course focuses on integrated concepts for the development of the professional nurse's role in complex nursing situations across the life span. Emphasis is on knowledge and competency development while incorporating clinical judgment, professional values, and evidence-based practice within the nursing process. Learning experiences will occur in selected settings throughout the semester with guidance from faculty members and preceptors. Clinical-learning opportunities will incorporate previously learned and current concepts. Clinical scheduling will provide opportunities for continuation of Geriatric, Obstetrical, and Peri-operative Modules.

COURSE OBJECTIVES:

Upon completion of learning activities in this course, students will be able to:

MEMBER OF THE PROFESSION

1. Demonstrate a systematic approach to provide holistic, culturally sensitive, and evidence-based nursing care to address the health-care needs of patients and families across the lifespan.
2. Apply communication techniques and skills to establish and maintain professional relationships with patients and individual health-care team members.
3. Use self-evaluation, reflection, and peer and faculty feedback to modify and improve practice.

PROVIDER OF PATIENT-CENTERED CARE

1. Demonstrate assessment skills for patients across the life span that delineate or identify change in patient status related to treatment variables.
2. Apply knowledge and skills related to selected concepts, as well as information obtained in previous nursing courses and current assignments, to plan and implement the nursing process for assigned patients across the life span.
3. Assume responsibility and accountability for the quality of nursing care provided to patients and their families, including issues affecting the nurse's role in and delivery of culturally sensitive care.
4. Utilize performance and self-evaluation processes to improve individual nursing practice and enhance professional growth.
5. Incorporate behavioral, pathophysiological, psychosocial, and growth and development factors which affect patients across the life span and their families with health-care needs when planning and implementing nursing care.
6. Utilize evidence-based practice when planning and implementing care for patients across the life span.
7. Plan, implement, and evaluate a teaching plan for selected concepts utilizing evidenced-based knowledge and principles of the teaching/learning process.
8. Utilize clinical reasoning to set priorities in the management of nursing care associated with concepts specified for this course.

PATIENT SAFETY ADVOCATE

9. Administer and document medications and intravenous fluids using clinical knowledge and safety principles for patients across the life span.
10. Inform patients regarding their plans of care and encourage patient autonomy to ensure consistency and accuracy in their care.
11. Promote compliance with immunization programs across the life span to prevent and control communicable diseases for public safety.

MEMBER OF THE HEALTH CARE TEAM

12. Demonstrate written and verbal skills to communicate patient information using appropriate and accurate terminology to support decision making and improve patient care.
13. Develop discharge plan that facilitates the communication among patient, family, and anticipated community resources to meet the continuity of care needs of the patient and family across the life span.
14. Collaborate with multi-disciplinary health team members to support the patient's right of self-determination and choice in addressing the complex or unmet needs of patients and families from a holistic perspective.

MARKETABLE SKILLS FOR THE DEPARTMENT OF NURSING

The following marketable skills and dissemination plan has been submitted to the Texas Higher

Education Board after approval from the AVP of Institutional Effectiveness at SRSU

Students will:

1. develop inquiry skills to evaluate situations (Sense of Inquiry);
2. develop communication skills to evaluate situations (Communication Skills);
3. develop research skills to promote their lifelong learning (Continuous Lifelong Learning);
and
4. comport themselves verbally and visually in a professional manner (Professionalism).

Plan for Dissemination:

Students learn the marketable skills by first being exposed to them in all course syllabi. Each of the marketable skills is closely observed and evaluated by clinical faculty and preceptors as students' progress through the educational program. Students hone their research and communication skills through assignments and activities in multiple classes.

REQUIRED REFERENCES: ATI access and ATI Module books

COURSE EXPECTATIONS:

Orientation to Course:

Students will participate in course orientation and orientation to designated hospitals, community agencies and clinic settings prior to engaging in clinical learning experiences. Students are accountable to adhere to facility policies and procedures. Orientation will include a review of course skills, experiences, assignments, and clinical evaluation. Expectations regarding meeting scheduled class, clinical and laboratory sessions, attendance, and promptness will be reviewed.

STUDENT/FACULTY EXPECTATIONS IN THE TEACHING/LEARNING PROCESS:

Learning is a shared endeavor based upon respectful and collaborative relationships between students and faculty. The learning activities designed for this course were developed based upon the following:

1. As adult learners we are partners in learning.
2. Faculty members serve as a mentor, resource, guide, or coach and professional peer.
3. Our work and life experiences differ and serve to enrich our individual and mutual learning.
4. Each member of the class is committed to preparing for and successfully completing class learning activities.
5. Each member of the class will organize time, learning goals, work schedules, and family arrangements to fully participate in the course and assignment activities.
6. Each member of the class is able to use computer technology and access resources via the Internet and other mobile technologies as needed for this and other courses.

COMMUNICATIONS:

- **Announcements** – Check announcements each time you log onto the course.
- **Course email** – Check course email frequently for communications and make sure that your

email address is current. Faculty will respond to inquiries and comments within 24 hours Monday-Friday.

- **Use of technology:** If you have any technical questions, problems, or concerns with Blackboard, do not spend more than 15 minutes on any technical problems. Seek help immediately. Contact 24-7 Help Desk at: 1-888-837-6055 and/or ltac@sulross.edu.
- **Responses to emails and course postings:** Please respond to faculty requests and/or communications within 24 hours. Use course or Sul Ross email and, if not available, mobile phone or texting between the hours of 9 AM and 6PM if possible. Messages received on the weekends or holidays will be answered by the next working day.
- **Assignments:** Assignments will be reviewed and returned with feedback/grade within 5 days of submission.
- **Writing and use of APA:** All written assignments and bulletin board postings will be submitted using the American Psychological Association (APA) Guidelines, as indicated by faculty. <http://owl.english.purdue.edu/owl/resource/560/01>

ATTENDANCE AND PARTICIPATION:

- Your attendance is expected at every class meeting, both face to face and online.
- Readings and learning activities relevant to the weekly topic are identified in the course schedule and modules.
- Scholarly and knowledgeable participation requires that you read your assigned readings prior to joining the class discussions.
- An online course requires participation in all areas for accurate evaluation of performance, including responding to faculty requests or communications.
- If you have an emergency and cannot attend a class meeting or complete an assignment by the due date, you must contact your faculty by phone, email, or text as soon as possible and make arrangements to make up the assignments.
- Blackboard course platforms have a tracking feature. This feature quantifies how often and when students are active in the course and also provides information if the student has accessed different pages of the course. The Blackboard tracking function may be utilized to verify student online participation.

COURSE LEARNING ACTIVITIES, ASSIGNMENTS, GRADING AND

EXPECTATIONS: (Course specific generalized statement about activities, assignments, grading and expectations)

LEARNING ACTIVITIES:

Preceptor Assignment

During the senior year, each student will be assigned to a preceptor who has been selected to work directly with students while assigned to each area of clinical practice. Students will work with their randomly assigned preceptor according to the working schedule established by the Nurse Manager.

Clinical Skills Competency Evaluation

Clinical nursing skills will be addressed in the skills lab for demonstration, practice, and evaluation of specific skills identified by the clinical instructor. Each student must successfully complete all pass-fail skills and clinical experiences, including return demonstrations, to receive credit for evaluation of designated nursing skills competencies. Students will have three opportunities to repeat the skill. If

students are not successful in passing the skill after three (3) attempts, they will be individually counseled and be reported for potential failure of that nursing course.

Clinical Performance Evaluation

Students' clinical performance will be evaluated on an ongoing basis. Formal evaluations, using the Clinical Evaluation Tool, are comprised of formative evaluation at the mid-term and summative evaluation at the end of the semester. Students must achieve a 75% on the final evaluation in order to successfully pass the course.

Clinical Packet

Emphasis is placed on clinical nursing skills; patient assessments for changes in health status, responses to health problems, and effects of therapeutic interventions; use of standardized teaching plans; written and verbal communication skills; caring behaviors; and professional accountability for patient care, including legal and ethical ramifications for nursing practice. The student will be required to complete a clinical packet for each clinical experience.

ASSESSMENT OF STUDENT LEARNING:

Evaluation of student performance is based on evidence of achievement of course objectives. Students are graded on their attendance and participation in the class discussions, clinical performance when applicable, knowledge and comprehension of reading assignments, and completion of course assignments.

Summary of Measure for Evaluation:

Course Requirements	Percentage
EHR GO	10%
Clinical Experiences	30%
Total Points	100%

Calculation of Final Grade: The final grade is derived as a summary of the points delineated on specific rubrics assignments and participation. The final letter grade will follow the program grading scale:

- Grading Scale
- A = 90-100
- B = 80-89
- C = 75-79
- D = 69-74
- F = 69 OR BELOW

Grade Calculation: Pass/Fail

POLICIES FOR EXAMS AND ASSIGNMENTS:

A minimum average of 80% must be achieved on examinations to receive a passing grade for the course. This will include three (3) examinations and a final. The examination average must be calculated before adding grades from other assignments. When a grade of less than 80% is acquired on any examination, the student will be required to meet with the faculty of record, followed with a meeting with the Success Counselor. The purpose for this activity is to assist the student to determine the rationale for the lower grade achievement and develop an action plan to correct identified problems. The Missildine Review will be initiated to follow student progress.

Testing/Assessments:

Missed Examinations and Makeup Examinations: Faculty members must be informed immediately when a student is aware that an examination will be missed. Make-up should occur within a week of the scheduled examination as agreed on between faculty and student. Should scheduling conflicts and/or family emergencies arise, students should contact faculty by phone, email, or text as soon as possible. If students have spoken with faculty and an agreement is reached, late make-up exams can be arranged without penalty.

Late and Make-up Assignments: To achieve the designated points for an assignment, the assignment must be submitted at or before the scheduled date and time. Five points per calendar day will be deducted for late submission of assignments. Should scheduling conflicts and/or family emergencies arise, students should contact faculty by phone, email or text as soon as possible. If students have spoken with faculty and an agreement is reached, late and make-up assignment extensions can be arranged without penalty.

DIGITAL CITIZENSHIP AND TECHNOLOGY SUPPORT

Students recognize the responsibilities and opportunities for contributing to their digital communities.

1.2. Digital Citizen Students recognize the responsibilities and opportunities for contributing to their digital communities. Students:

- 1.2.a. Manage their digital identity and understand the lasting impact of their online behaviors on themselves and others and make safe, legal and ethical decisions in the digital world.
- 1.2.b. Demonstrate empathetic, inclusive interactions online and use technology to responsibly contribute to their communities.
- 1.2.c. Safeguard their well-being by being intentional about what they do online and how much time they spend online.
- 1.2.d. Take action to protect their digital privacy on devices and manage their personal data and security while online.

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TECHNOLOGY SUPPORT:

Who should I contact?

<p>Online Support Desk</p> <p>☎ 888.837.6055 ✉ blackboardsupport@sulross.edu</p> <p>Available: 24/7</p> <ul style="list-style-type: none">• Logging into Blackboard• Questions about Blackboard tools/software• Trouble with tests/quizzes/assignments• Error messages on Blackboard• Online course video problems	<p>Lobo Technology Assistance Center (LTAC)</p> <p>☎ 432.837.8888 ✉ ltac@sulross.edu</p> <p>Available: Monday-Friday 8 a.m. - 5 p.m.</p> <ul style="list-style-type: none">• Logging into your mySRSU/Banner/SRSU email• Campus computer, computer lab, or campus Wi-Fi issues• Security concerns with your SRSU or VPN account• Questions about Office 365 or OneDrive
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COURSE SCHEDULE
NUR 4542 Competencies of Patient-Centered Care II
 (This schedule is subject to change by faculty as needed.)

Week	Activities – This schedule reflects learning responsibilities as students rotate through the assigned experience.		Assignments (Clinical Paperwork/EHR Go)
1	Monday 8/26	Clinical Carnival Day 1	
	Tuesday 8/27	Clinical Carnival Day 2 Orientation to course – Nursing Skills Simulation Lab, specific agencies, units/facilities. Discuss and do an overview of course activities and expectations, including Geriatric, Peri-Operative and Obstetrical Focused Modules.	
2	Monday 9/2	LABOR DAY	
	Tuesday 9/3	ACUTE CARE UNIT: Provide nursing care to 1-2 patients in an acute-care unit focused on meeting the course objectives with different patients each week	Clinical Day Packet
3	Monday 9/9	ACUTE CARE UNIT: Provide nursing care to 1-2 patients in an acute-care unit focused on meeting the course objectives with different patients each week	Clinical Day Packet
	Tuesday 9/10	ACUTE CARE UNIT: Provide nursing care to 1-2 patients in an acute-care unit focused on meeting the course objectives with different patients each week	EHR GO
4	Monday 9/16	ACUTE CARE UNIT: Provide nursing care to 1-2 patients in an acute-care unit focused on meeting the course objectives with different patients each week	Clinical Day Packet
	Tuesday 9/17	ACUTE CARE UNIT: Provide nursing care to 1-2 patients in an acute-care unit focused on meeting the course objectives with different patients each week	EHR GO

5	Monday 9/23	ACUTE CARE UNIT: Provide nursing care to 1-2 patients in an acute-care unit focused on meeting the course objectives with different patients each week	Clinical Day Packet
	Tuesday 9/24	ACUTE CARE UNIT: Provide nursing care to 1-2 patients in an acute-care unit focused on meeting the course objectives with different patients each week	EHR GO

6	Monday 9/30	ACUTE CARE UNIT: Provide nursing care to 1-2 patients in an acute-care unit focused on meeting the course objectives with different patients each week	Clinical Day Packet
	Tuesday 10/1	ACUTE CARE UNIT: Provide nursing care to 1-2 patients in an acute-care unit focused on meeting the course objectives with different patients each week	EHR GO
7	Monday 10/7	ACUTE CARE UNIT: Provide nursing care to 1-2 patients in an acute-care unit focused on meeting the course objectives with different patients each week	Clinical Day Packet
	Tuesday 10/8	ACUTE CARE UNIT: Provide nursing care to 1-2 patients in an acute-care unit focused on meeting the course objectives with different patients each week	EHR GO
8	Monday 10/14	Midterm Evaluations ACUTE CARE UNIT: Provide nursing care to 1-2 patients in an acute-care unit focused on meeting the course objectives with different patients each week	Clinical Day Packet
	Tuesday 10/15	ACUTE CARE UNIT: Provide nursing care to 1-2 patients in an acute-care unit focused on meeting the course objectives with different patients each week	EHR GO
9	Monday 10/21	ACUTE CARE UNIT: Provide nursing care to 1-2 patients in an acute-care unit focused on meeting the course objectives with different patients each week	Clinical Day Packet
	Tuesday 10/22	ACUTE CARE UNIT: Provide nursing care to 1-2 patients in an acute-care unit focused on meeting the course objectives with different patients each week	EHR GO

10	Monday 10/28	ACUTE CARE UNIT: Provide nursing care to 1-2 patients in an acute-care unit focused on meeting the course objectives with different patients each week	Clinical Day Packet
	Tuesday 10/29	ACUTE CARE UNIT: Provide nursing care to 1-2 patients in an acute-care unit focused on meeting the course objectives with different patients each week	EHR GO
11	Monday 11/4	ACUTE CARE UNIT: Provide nursing care to 1-2 patients in an acute-care unit focused on meeting the course objectives with different patients each week	Clinical Day Packet
	Tuesday 11/5	ACUTE CARE UNIT: Provide nursing care to 1-2 patients in an acute-care unit focused on meeting the course objectives with different patients each week	EHR GO
12	Monday 11/11	ACUTE CARE UNIT: Provide nursing care to 1-2 patients in an acute-care unit focused on meeting the course objectives with different patients each week	Clinical Day Packet
	Tuesday 11/12	ACUTE CARE UNIT: Provide nursing care to 1-2 patients in an acute-care unit focused on meeting the course objectives with different patients each week	EHR GO
13	Monday 11/18	ACUTE CARE UNIT: Provide nursing care to 1-2 patients in an acute-care unit focused on meeting the course objectives with different patients each week	Clinical Day Packet
	Tuesday 11/19	ACUTE CARE UNIT: Provide nursing care to 1-2 patients in an acute-care unit focused on meeting the course objectives with different patients each week	EHR GO
14	Monday 11/25	ACUTE CARE UNIT: Provide nursing care to 1-2 patients in an acute-care unit focused on meeting the course objectives with different patients each week	Clinical Day Packet
	Tuesday 11/26	ACUTE CARE UNIT: Provide nursing care to 1-2 patients in an acute-care unit focused on meeting the course objectives with different patients each week	EHR GO
15	Monday 12/2		
	Tuesday 12/3	Final Clinical Evaluation	

16	Monday 12/9	Overall Clinical Self-Reflection Journal Assignmenmt	
	Tuesday 12/10		

ADA Statement

SRSU Accessibility Services. Sul Ross State University (SRSU) is committed to equal access in compliance with the Americans with Disabilities Act of 1973. It is SRSU policy to provide reasonable accommodations to students with documented disabilities. It is the student's responsibility to initiate a request each semester for each class. Students seeking accessibility/accommodations services must contact Mrs. Mary Schwartz Grisham, LPC, SRSU's Accessibility Services Director at 432-837-8203 or email mschwartz@sulross.edu or contact Alejandra Valdez, at 830-758-5006 or email alejandra.valdez@sulross.edu. Our office is located on the first floor of Ferguson Hall, room 112, and our mailing address is P.O. Box C122, Sul Ross State University, Alpine, Texas, 79832.

SRSU Distance Education Statement

Students enrolled in distance education courses have equal access to the university's academic support services, such as library resources, online databases, and instructional technology support. For more information about accessing these resources, visit the SRSU website.

Students should correspond using Sul Ross email accounts and submit online assignments through Blackboard, which requires a secure login. Students enrolled in distance education courses at Sul Ross are expected to adhere to all policies pertaining to academic honesty and appropriate student conduct, as described in the student handbook. Students in web-based courses must maintain appropriate equipment and software, according to the needs and requirements of the course, as outlined on the SRSU website. Directions for filing a student complaint are located in the student handbook.

Libraries

The Bryan Wildenthal Memorial Library and Archives of the Big Bend in Alpine offer FREE resources and services to the entire SRSU community. Access and borrow books, articles, and more by visiting the library's website, library.sulross.edu/. Off-campus access requires logging in with your LobolD and password. Librarians are a tremendous resource for your coursework and can be reached in person, by email (srsulibrary@sulross.edu), or by phone (432-837-8123).

No matter where you are based, public libraries and many academic and special libraries welcome the general public into their spaces for study. SRSU TexShare Cardholders can access additional services and resources at various libraries across Texas. Learn more about the TexShare program by visiting library.sulross.edu/find-and-borrow/texshare/ or ask a librarian by emailing srsulibrary@sulross.edu. Mike Fernandez, SRSU Librarian, is based in Eagle Pass (Building D-129) to offer specialized library services to students, faculty, and staff. Utilize free services such as InterLibrary Loan (ILL), ScanIt, and Direct Mail to get materials delivered to you at home or via email.

Academic Integrity

Students in this class are expected to demonstrate scholarly behavior and academic honesty in the use of intellectual property. Students should submit work that is their own and avoid the temptation to engage in behaviors that violate academic integrity, such as turning in work as original that was used in whole or part for another course and/or professor; turning in another person's work as one's own; copying from professional works or internet sites without citation; collaborating on a course assignment, examination, or quiz when collaboration is forbidden. Students should also avoid using open AI sources *unless permission is expressly given* for an assignment or course. Violations of academic integrity can result in failing assignments, failing a class, and/or more serious university consequences. These behaviors also

erode the value of college degrees and higher education overall.

Classroom Climate of Respect

Importantly, this class will foster free expression, critical investigation, and the open discussion of ideas. This means that all of us must help create and sustain an atmosphere of tolerance, civility, and respect for the viewpoints of others. Similarly, we must all learn how to probe, oppose and disagree without resorting to tactics of intimidation, harassment, or personal attack. No one is entitled to harass, belittle, or discriminate against another on the basis of race, religion, ethnicity, age, gender, national origin, or sexual preference. Still, we will not be silenced by the difficulty of fruitfully discussing politically sensitive issues.

Supportive Statement

I aim to create a learning environment for my students that supports various perspectives and experiences. I understand that the recent pandemic, economic disparity, and health concerns, or even unexpected life events may impact the conditions necessary for you to succeed. My commitment is to be there for you and help you meet the learning objectives of this course. I do this to demonstrate my commitment to you and to the mission of Sul Ross State University to create a supportive environment and care for the whole student as part of the Sul Ross Familia. If you feel like your performance in the class is being impacted by your experiences outside of class, please don't hesitate to come and talk with me. I want to be a resource for you.

Crosswalk of Course Objectives with TBON DEC's and AACN Essentials

Objectives	TBON DEC's	AACN Essentials
MEMBER OF THE PROFESSION		
1. Discuss the value of current literature related to designated biophysical and pathophysiological, advanced, health-care concepts.	I-A 1-4; B 1, 2; D 1; II-D 1 a-c	VIII
2. Incorporate standards of practice for the professional nursing role when providing holistic, culturally sensitive, evidence-based care for individuals and families who are critically ill or in life-threatening situations, such as disasters.	I-B 2; C 3; II-E 8, 9	II
3. Demonstrate responsibility for continued competence in nursing practice.	I B 4	III
4. Develop insight through reflection, self-analysis, self-care and life-long learning	I -B 5	VIII, IX
PROVIDER OF PATIENT-CENTERED CARE		
5. Utilize a systematic process to analyze selected, advanced, health-care concepts across the life span.	II-A 1.a; C.1.a; F 1	II, III
6. Describe and evaluate nursing management for selected, advanced, health-care concepts.	II-A 3.a, 4.a, b; C 4 a; E 5;	III, VII
7. Apply learned concepts to exemplars that reflect advanced health-care conditions (status).	II-B 1.b, 4; 3.a, b; E.2; F 2	I, III, IX
8. Analyze the interrelatedness of health-care concepts which support clinical judgments for optimum patient-care outcomes in patients across the life span.	II-B 6; C 6; G 1 a	I, III
9. Incorporate acquired knowledge and skills in addressing critical and life-threatening situations for individuals and communities.	II-B 5; C 1a., 2b;	I, III, VIII
10. Discuss desired actions, side effects, rationale, and nursing implications of pharmacological agents used in the care of patients with advanced health needs involving multiple body systems.	II-B 9; C 3; E 4a, 6a, 7, 12; G 3	I, II, III, VII
11. Create teaching, discharge, and referral plans for patients to facilitate adaptation to health needs involving multiple body systems.	I-A 1-4; B 1, 2; D 1; G 2a, b, 3 a; IV G 3a-c	I, II, III, VII
12. Discuss economic, cultural, and political issues influencing care of patients with advanced health needs.	IV-F 4	VI
PATIENT SAFETY ADVOCATE		
13. Use safety alerts and decision supports to prevent harmful occurrences to patients, families, and/or staff during the care of patients.	II-B 10; III-B 1, 2, 4; C	VII, IV, V
14. Recognize clinical conditions that require notification of EMS or Rapid Response Teams.	III-A1, 2, 3; B 4; C 2; D1; E 1, 2; F 1, 2	II, III,
15. Demonstrates safe use of monitoring devices, including the crash cart, AED, and/or LifePak.	IV-F 2 d, e;	V, VII, IX
16. Describe elements of disaster planning and preparedness activities in the community.	IV A 3, b; C 2; D 1	V, VII, IX
MEMBER OF THE HEALTH CARE TEAM		
17. Communicate issues related to exemplars for each concept to health-team members.	IV C 4 a, D 1, 3; E 1 a.; F 4 a	III & VI
18. Identify a variety of community resources that assist patients with advanced health problems.	IV A 5; B 2c; D 3; E2; F 1	V, VI, VII, IX
19. Employ collaborative communication principles when working with community groups and organizations to address disaster preparedness and prevention.	IV A 2, C 3; D 1, 3 a; E 1a, b, 3; F 4 a	V, VI, VII, IX