



## Graduate Course Syllabus

### **NUR 606: Communications and Collaboration**

Center: Online

Credits: 3

#### **Course Prerequisites**

None

#### **Course Description**

This course introduces advanced communication strategies for patient safety success in the current healthcare environment. Course topics include enhanced communication skills, individual and group design/presentation techniques, hand-off, chain of command, critical thinking strategies and skills, stress and time management, group process, and group dynamics. This course challenges the students to use creative and critical thinking to become a creative patient safety/problem-solver and leader working within a complex healthcare environment.

#### **AACN Essentials**

This course meets the following AACN Essentials of Master's Education for Professional Nursing Practice:

Essential II: Organizational and Systems Leadership

Essential III: Quality Improvement and Safety

Essential VII: Interprofessional Collaboration for Improving Patient and Population Health Outcomes

Essential IX: Master's-Level Nursing Practice

#### **Course Outcomes**

- Identify the key stakeholders in selected patient safety issues
- Demonstrate advanced communication strategies for patient safety within the context of the current healthcare environment
- Integrate the concepts of group process and group dynamics into problem-solving of patient care safety
- Develop and design effective individual and group presentations on issues regarding patient safety or clinical problems
- Analyze a complex patient safety case study and apply effective problem-solving

#### **Required Materials**

Using your learning resources is critical to your success in this course. Please purchase directly through SNHU's online bookstore, [MBS Direct](#), rather than any other vendor. Purchasing directly from the bookstore ensures that you will obtain the correct materials and that the Help Desk, your advisor, and the instructor can provide you with support if you have problems.

American Psychological Association. (2009). *Publication manual of the American Psychological Association* (6th ed.). Washington, DC: Author. ISBN: 978-1-4338-0561-5

Freshman, B., Rubino, L., & Chassiakos, Y. R. (Eds.). (2010). *Collaboration across the disciplines in health care*. Sudbury, MA: Jones and Bartlett Publishers. ISBN: 978-0-7637-5558-4

### **Instructor Availability and Response Time**

Your class interaction with the instructor and your classmates will take place on a regular, ongoing basis. Your instructor will be actively engaged within the course throughout the week. You will normally communicate with your instructor in the weekly discussions or the General Questions discussion topic so that your questions and the instructor's answers benefit the entire class. You should feel free, however, to communicate with your instructor via SNHU email at any time, particularly when you want to discuss something of a personal or sensitive nature. Your instructor will generally provide a response within 24 hours.

### **Grade Distribution**

Assignment Category	Number of Graded Items	Point Value per Item	Total Points
Getting Started	1	5	5
Discussions	5	3	15
Reflection	6	5	30
Case Studies	3	10	30
IHI Modules (not graded)	5	0	0
Group Presentation	1	20	20
		<b>Total Course Points:</b>	100

This course may also contain practice activities. The purpose of these non-graded activities is to assist you in mastering the learning outcomes in the graded activity items listed above.

## University Grading System: Graduate

Total Points. 1000				
Grade	Numerical Equivalent	Points	Points Equivalent	
			Lower	Upper
A	93-100	4.00	930	1000
A-	90-92	3.67	900	929
B+	87-89	3.33	870	899
B	83-86	3.00	830	869
B-	80-82	2.67	800	829
C+	77-79	2.33	770	799
C	73-76	2.00	730	769
F	0-72	0.00	0	729
I	Incomplete			
IF	Incomplete/Failure			
W	Withdrawn			

\*Please refer to the [policy page](#) for information on the incomplete grade process.

### Grading Guides

Specific activity directions, grading guides, posting requirements, and additional deadlines can be found in the Assignments and Rubrics section of the course.

### Weekly Assignment Schedule

All reading and assignment information can be found within each module of the course. Assignments and discussion posts during the first week of each term are due by 11:59 p.m. Eastern Time. Assignments and discussion posts for the remainder of the term are due by 11:59 p.m. of the student's local time zone.

In addition to the textbook readings that are listed, there may be additional required resources within each module.

Module	Topics and Assignments
1	Introduction to Communication and Collaboration Freshman et al. (2010): Chapter 1 1-1 Discussion: Getting Started 1-2 Reflection Journal: Roles and Functions of Healthcare Team Members
2	Collaborative Partnerships with Patients and Families Freshman et. al (2010): Chapter 5 2-1 Ungraded: IHI Open School 2-2 Discussion
3	Microsystems and Patient's Perceptions of Care

	Freshman et al. (2010): Chapter 2 3-1 Reflection Journal: Patient Perceptions 3-2 Case Study: Communication
4	Patient Safety and Advanced Communication Strategies 4-1 Ungraded: IHI Modules 4-2 Discussion 4-3 Reflection Journal: Communication Styles
5	TeamSTEPPS and Advanced Communication Strategies 5-1 Ungraded: IHI Modules 5-2 Reflection Journal: Reflection Barriers to Effective Communication 5-3 Group Work – Discussion Project Plan Proposal
6	Healthcare Roles and Leadership Development Freshman et al. (2010): Chapter 3 6-1 Discussion 6-2 Case Study: Leadership Development
7	Interdisciplinary Collaborative Teams Freshman et al. (2010): Chapter 4 7-1 Ungraded: IHI Modules 7-2 Reflection Journal: Collaborative Initiatives
8	Interprofessional Education and Collaboration from a Nursing Perspective Freshman et al. (2010): Chapter 6 8-1 Ungraded: IHI Modules 8-2 Project Plan Proposal: Group Presentation
9	Physician Engagement and Collaboration Freshman et al. (2010): Chapter 7 9-1 Discussion 9-2 Case Study: Transparency 9-3 Project Plan Proposal: Group Presentation
10	Administering Collaborative Models Freshman et al. (2010): Chapter 8 10-1 Discussion 10-2 Reflection Journal: Opportunities

### Attendance Policy

Online students are required to submit a graded assignment/discussion during the first week of class. If a student does not submit a posting to the graded assignment/discussion during the first week of class, the student is automatically withdrawn from the course for non-participation. Review the [full attendance policy](#).

**Late Assignments Policy**

Meeting assigned due dates is critical for demonstrating progress and ensuring appropriate time for instructor feedback on assignments. Students are expected to submit their assignments on or before the due date. Review the [full late assignment policy](#).

**SNHU College of Online and Continuing Education Student Handbook**

Review the [student handbook](#).

**ADA/504 Compliance Statement**

Southern New Hampshire University is dedicated to providing equal access to individuals with disabilities, including intellectual disabilities, in accordance with Section 504 of the Rehabilitation Act of 1973, Title III of the Americans with Disabilities Act (ADA) of 1990, and the ADA Amendments Act of 2008. The university prohibits unlawful discrimination on the basis of disability and takes action to prevent such discrimination by providing reasonable accommodations to eligible individuals with disabilities.

As soon as you become aware of a disability, we encourage you to contact the Online Accessibility Center (OAC) to discuss accommodations for which you may be qualified. Reasonable accommodations are established through an interactive process between the student and the OAC. Note that accommodations are not retroactive and that disability accommodations are not provided until an accommodation letter has been processed.

Contact Information:

Online Accessibility Center

Phone: 866-305-9430

Email: [oad@snhu.edu](mailto:oad@snhu.edu)

For questions concerning support services, documentation guidelines, or general disability issues, visit the [Online Accessibility Center](#) website.

If you feel you have been denied appropriate disability-related accommodations, including appropriate auxiliary aids and services, you may file a grievance as described in the ADA/504 Grievance Policy found on the [Disability Services](#) webpage.

**Academic Honesty Policy**

Southern New Hampshire University requires all students to adhere to high standards of integrity in their academic work. Activities such as plagiarism and cheating are not condoned by the university. Review the [full academic honesty policy](#).

**Copyright Policy**

Southern New Hampshire University abides by the provisions of United States Copyright Act (Title 17 of the United States Code). Any person who infringes the copyright law is liable. Review the [full copyright policy](#).

**SNHU College of Online and Continuing Education Withdrawal Policy**

Review the [full withdrawal policy](#).

**Southern New Hampshire University Policies**

More information about SNHU policies can be found on the [policy page](#).

**Assessment Calibration and Student Work Samples**

For the purpose of continuous improvement of our educational training, Southern New Hampshire University's College of Online and Continuing Education may, on occasion, utilize anonymous student work samples for internal professional development and staff training. If you have any questions or concerns, contact your advisor. If you would like to withdraw permission for use of your work, please contact the assessment calibration administrator at [assessmentcalibration@snhu.edu](mailto:assessmentcalibration@snhu.edu). See [this document](#) for more information.